

Client Services Policy

Policy Statement:

Recognition First is committed to providing quality client services that are responsive to needs and delivered efficiently and effectively. Client services are continuously improved in accordance with data collected about their effectiveness. Recognition First ensures that clients are provided with accurate and sufficient information to make an informed choice about their enrolment and/or agreement.

Procedure:

Recognition First ensures that the following occur to guarantee that clients receive the services detailed in their agreement with Recognition First:

1. Recognition First provides information regarding all qualifications offered by us via the website www.recognitionfirst.edu.au or by contacting the Head Office
2. Recognition First staff are available to provide support and information to all Recognition First clients.
3. All relevant handbooks will be made available to clients, it is expected that students will read and familiarise themselves with all relevant information.
4. All communications will be in plain English including all course details and advertising.
5. Maximum three (3) day turn around in responding to phone, fax or email contact.
6. All applicants are encouraged to complete the Recognition First Student Self Selection Checklist prior to enrolment.
7. Recognition First actively seeks to offer Recognition of Prior Learning (RPL), Mutual Recognition and Credit Transfer between Registered Training Organisations (RTO).
8. Recognition First will recognise the AQF qualifications and Statements of Attainment issued by other RTOs.
9. Recognition First will offer and carryout up front assessments which will inform the gap training plan.
10. Recognition First encourages ongoing assessment during gap training and applicants can request reassessment at any time. Training plans would then be reconfigured.
11. Access to language, literacy and numeracy support is available within Recognition First.
12. Qualifications are issued appropriately, that is, only on completion of course/qualification requirements and Statement of Attainment or progress report that are available on request by students who have no outstanding debt with the organisation.
13. All students have the right to have timely access any documentation directly related to their training and personal details.
14. All student records are protected by appropriate privacy obligations. Dissemination to third parties is only available following written approval of the student/client concerned.
15. Student details may be disseminated to appropriate Government bodies as approved in student declaration on enrolment forms.
16. As a Recognition First student you have the right to appeal any decision related to your training and assessment and the right to lodge a complaint if you are dissatisfied with Recognition First's services, facilities, policies and procedures. Recognition First has procedures in place to ensure that your appeals and complaints are addressed efficiently and effectively.
17. All fees and charges will be clearly presented and remain valid for 30 day period from the date of quoting.

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18. All fees and charges are refundable for the cooling off period (3 days) or prior to any auditing or orientation.
19. Extra financial costs may be incurred if fees are not paid within time frames outlined in the invoice/program.
20. Accounts which go to legal recovery will be subject to the addition of Solicitor – client legal costs and additional administration charges.
21. Special funded programs may impact on the fees charged to students and/or organisation.
22. Recognition First Managers will provide contact details for clients to investigate outside funding support. E.g. Centrelink, DEC, AACs.
23. We do our best to support your application for funding where appropriate. But if funding does not come through, you or your workplace must be prepared to cover the cost of training.
24. All policies and procedures are available through the office or webpage

Head Office contact details are:

Jan Green

64 Victoria St Goulburn NSW 2580

Phone 02 4822 7109 Fax 02 4822 9094

Mail: P.O. Box 1231 Goulburn NSW 2580

Email: goffice@rec1.edu.au

Related Legislation and Standards:

- Standards for NVR Registered Organisations 2012

Related Documents:

- Self Selection Checklist Version 2
- Fees and Refunds Policy Version 2
- Qualification Issuance Policy Version 2
- Privacy Policy Version 4
- Third Party Information Request Version 2
- Complaints Policy Version 5
- Client Complaints Form Version 4
- Appeals Policy Version 5
- Client Appeals Form Version 4