

Welcome to Recognition First

Recognition First is a Registered Training Organisation (RTO) with qualifications, including Children's services, Management, Training and Assessment, and Community Services on its scope. A Registered Training Organisation (RTO) is a vocational organisation which provides students with training that result in Qualifications or Statements of Attainment. These are recognised and accepted by industry and other educational institutions throughout Australia.

All RTOs in Australia and the qualifications they are registered to deliver are listed on a national database, www.training.gov.au

Recognition First is proudly a privately owned training organisation whose owner has worked in the VET sector for more than 20 years. Our RTO has a strong foundation in quality VET practice undergoes regular quality audits against National Standards, and is regulated by the Australian Skills Quality Authority (ASQA). For more information about our organisation or any inquiries you may check our webpage; www.recognitionfirst.edu.au or call our main office on 02 4822 7109.

Our training philosophy

Recognition First has a commitment to 'individual training' which recognises the uniqueness of learners. It supports the idea that not all students have similar backgrounds so we aim to meet individual needs and provide individual training plans and learner pathways.

Recognition of Prior Learning (RPL) and Credit Transfer

Skills Recognition or RPL is a process where evidence is collected and a judgment made by an assessor against the requirements of one or more units of competency from a relevant industry Training Package. It is often called RPL or Recognition of Prior Learning. It's important to know that competencies and qualifications have been created to describe/match real work roles.

If you have experience and believe that you have built skills and knowledge around your work role you may be eligible for RPL. This prior learning may have been achieved through informal learning, on-the-job learning, work experience, self-tuition or life experience. RPL may mean that a person can achieve competency in a full or partial qualification, therefore reducing their requirement for formal study.



All students are given an opportunity to have their skills recognised (RPL) when they first enrol, and students are able, and encouraged, to apply for recognition at any time during their studies. To apply for RPL you need to talk to your trainer/assessor about which units you might be eligible for, and they will advise you on the evidence you need to provide. These can include (but are not limited to):

- a resume
- a current job description
- copies of training certificates/transcripts
- third party references such as a performance appraisal
- reports and other documents you have developed at work
- confirmation of knowledge through oral assessment interviews
- confirmation of skills through interviewing students' supervisors and managers

Credit Transfer (CT) allows individuals to count their previously completed studies achieved with other training providers such as TAFE or private RTOs and colleges toward their current qualification. It is also sometimes referred to as Advanced Standing.

To receive Credit Transfer you will need to provide certified copies of certificates AND a transcript which details the units you previously studied.

Our recognition experts are ready to discuss your personalised pathway to a formal qualification. For any questions about RPL please contact your trainer.

Training and assessment process

You have enrolled in a workplace training program often called, distance or flexible delivery mode. While this program does not require you to attend classes you will need to allocate time to your study. The amount of work is not decreased by the lack of classroom attendance. The program does however recognise that as students who have workplace experience there are many areas that you may already be skilled and knowledgeable in. We will build on these experiences, increase your knowledge and expect you to practice and build skills at work.

Details on your training and assessment processes and tools is detailed in the program outline and instructions to students provided with each enrolment.

We are more than happy to personally discuss your particular situation and requirements and discuss an option that will best meet you and/or your organisation's needs.

Requirements for Written Assessments

The *Requirements for Written Assessments* outline the instructions that must be followed when submitting any documentation including assessments it specifies formatting expectations. Assessments which do not meet this criterion may not be accepted. A full copy of these requirements is attached to your program outline.



Policies and Procedures

As a student of Recognition First you have certain rights and responsibilities when studying with our organisation, and as a Registered Training Organisation we too have responsibilities regarding our provision of services to clients. Students are encouraged to make themselves aware of Recognition First policies and procedures before and during your training. Your training and assessment will be carried out under the assumption that you have an understanding of our policies and procedures. The policies and procedures which are important for your studies have been summarised below.

Our policies and procedures are living documents and are updated regularly. Our staff will endeavour to inform you of any changes to any policies during your studies. You can also access the full and most current versions of our policies and procedures on our website:

<http://www.recognitionfirst.edu.au/policies.html>

For any questions or more information about any of these policies and procedures please contact our main office on 02 4822 7109. Our trainers and staff are very happy to explain any of our policies in more detail.

Student Selection

Students are only eligible to enrol with Recognition First if they are employed in the sector they are seeking to qualify in. For example to complete the Certificate III in Early childhood education and care you must be working in a regulated childcare service.

Some funded programs have entry requirements which must be met prior to enrolment.

Code of Practice

This code sets out guidelines for the ethical conduct of Recognition First as a registered training provider, this available on our website.

Client Services Policy

Our client services 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.

The procedure details the services we offer. We have attached a copy of this at the end of this document.

Privacy Policy

We are committed to protecting and maintaining the privacy, confidentiality, accuracy and security of our client's personal information. Recognition First has implemented measures to comply with their obligations under the Privacy and Personal Information Act 1998 (NSW) and the Privacy Act 1988. All staff are bound by these Acts.



As a Registered Training Organisation (RTO), Recognition First complies with the Standards for National VET Regulator (NVR) Registered Training Organisations and has documented and implemented policies and procedures to assure the integrity, accuracy and currency of its records including:

Ensuring that, except as required under the SNRs or by law, information about a client is not disclosed to a third party without the written consent of the client;

[Access by clients to their personal records](#)

Students must use the *Third Party Information Release Form* if they would like to give permission to Recognition First to disclose information to a third party.

Complaints Policy

We acknowledge the importance of managing and resolving complaints made by our clients in an efficient and effective manner. Complaints by definition are expressions of dissatisfaction with services, facilities, policies and procedures. Whilst it is recognised that Recognition First cannot guarantee that all customers will be completely satisfied with all areas under its control, we respect each individual's right to make complaints.

The *Clients Complaints Form* is available on the Recognition First website www.recognitionfirst.edu.au/images/Client_Complaints_Form_V4.pdf or directly from the Head Office if clients wish to lodge a formal complaint.

Appeals Policy

We ensure that our assessment tools and processes are: *valid, reliable, fair* and *flexible* in accordance with the principles of assessment. There may be occasions when a client is dissatisfied with an assessment decision, in which

case they make seek a review of that decision. This is an appeal. Whilst it is recognised that Recognition First cannot guarantee that all clients will be completely satisfied with its assessment decisions, we respect every individual's right to appeal a decision.

The *Client Appeals Form* is available on the Recognition First website http://www.recognitionfirst.edu.au/images/Client_Appeals_Form_V4.pdf or directly from the Head Office if clients wish to appeal an assessment decision.

Access and Equity

"Individual training" recognises the uniqueness of learners. It supports the idea that there may not be a homogeneous background within a client group and so achieves its mission by meeting individual needs and providing individual training plans and learner pathways.

Fees and Refunds

This policy applies to fees, charges and refunds applicable to the provision of training including students undertaking training under Government Training Contracts and students and clients paying full fees. Recognition First ensures that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislation and contractual requirements.

All fees and costs are determined and agreed to prior to enrolment.

Legislative requirements

All personnel are required to be aware of their responsibilities in relation to Commonwealth and State legislative and regulatory requirements relevant to their work sector including but not limited to;

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Anti-Discrimination Legislation
 - Age Discrimination Act 2004
 - Australian Human Rights Commission Act 1986
 - Disability Discrimination Act 1992
 - Racial Discrimination Act 1975
 - Sex Discrimination Act 1984
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Privacy and Personal Information Protection Act 1998 (NSW)
- Child Protection
- National Education and Care Regulations and Standards.

These areas will be discussed in your orientation session and your specific responsibilities will be highlighted. As employees you have a responsibility to ensure you meet all relevant legislation and regulatory requirements. There are a lot of resources to support this online. Recognition First staff are happy to refer you to appropriate websites to research these legislations. It is expected that students remain up to date with their workplaces policies and procedures which reflect these legislative requirements.

Recognition First training guarantee

Once a student has commenced study with Recognition First we guarantee to support this training within the parameters of our policies and procedures. If the management of Recognition First was found responsible for the closure of the RTO we agree to complete the training or help find another RTO for our clients.

Recognition First contact details

Enrolments, Enquiries & Management of Training and Assessment

Phone: 02 4822 7109

Fax: 02 4822 9094

Address: 64 Victoria Street Goulburn, NSW 2580

Postal Address: P.O. Box 1231 Goulburn, NSW 2580

Email: goffice@rec1.edu.au

Website: www.recognitionfirst.edu.au

All documents, including assessment evidence, can be emailed to:

goffice@rec1.edu.au

Recognition First

P.O. Box 1231

Goulburn NSW 2580

or FAX to 02 4822 9094

