

Policy Statement:

Australian Early Childhood College 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. Australian Early Childhood College ensures that clients are provided with accurate and sufficient information to make an informed choice about their enrolment and/or agreement.

Procedure:

Australian Early Childhood College ensures that the following occur to guarantee that clients receive the services detailed in their agreement with Australian Early Childhood College:

1. Australian Early Childhood College provides information regarding all qualifications offered by us via the website www.recognitionfirst.edu.au or by contacting the Head Office
2. Australian Early Childhood College staff are available to provide support and information to all Australian Early Childhood College clients.
3. All relevant Handbooks and Program Guides 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 read the information provided on our website on the Enrolment Process page and ensure you have the relevant and accurate information before you enrol.
7. Australian Early Childhood College actively seeks to offer Recognition of Prior Learning (RPL), Mutual Recognition and Credit Transfer between Registered Training Organisations (RTOs).
8. Australian Early Childhood College will recognise the AQF qualifications and Statements of Attainment issued by other RTOs.
9. Australian Early Childhood College will offer and carryout up front assessments which will inform the gap training plan.
10. Australian Early Childhood College 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 Australian Early Childhood College.
12. Certification is only issued to students that have fully demonstrated competence in all training product requirements. Progress reports are available on request by students.
13. Certification documentation is issued to the learner within 28 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to Australian Early Childhood College have been paid.
14. All students have the right to have timely access to any documentation directly related to their training and personal details.
15. All student records are protected by appropriate privacy obligations. Dissemination to third parties is only available following written approval of the student/client concerned.
16. Student details may be disseminated to appropriate Government bodies as approved in student declaration on enrolment forms.
17. As an Australian Early Childhood College 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 Australian Early Childhood College's services, facilities, policies and procedures. Australian Early

Childhood College has procedures in place to ensure that your appeals and complaints are addressed efficiently and effectively.

18. All fees and charges will be clearly presented and remain valid for 30 day period from the date of quoting.
19. All fees and charges are refundable for the cooling off period (3 days) or prior to any auditing or orientation.
20. Extra financial costs may be incurred if fees are not paid within time frames outlined in the invoice/program.
21. Accounts which go to legal recovery will be subject to the addition of Solicitor – client legal costs and additional administration charges.
22. Special funded programs may impact on the fees charged to students and/or organisation.
23. Australian Early Childhood College Managers will provide contact details for clients to investigate outside funding support. E.g. Centrelink, ANPs.
24. 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.
25. All policies and procedures are available through the office or webpage

Head Office contact details are:

Jan Green

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Email: goffice@rec1.edu.au

Related Legislation and Standards:

- Standards for Registered Training Organisations 2015

Related Documents:

- Fees and Refunds Policy Version 6
- Qualification Issuance Policy Version 4
- Privacy Policy Version 6
- Third Party Information Request Version 2
- Complaints Policy Version 6
- Client Complaints Form Version 5
- Appeals Policy Version 6
- Client Appeals Form Version 5