Goodstart Institute of Early Learning Vision

Our vision is to be the educational institute of choice for aspiring professional early childhood educators.

Values

Our students
We will inspire a love of lifelong learning in our students, and nurture their passion for giving children the best possible start in life.

Our people
We will be valued within Goodstart and the education sectors for the positive impact we have on the future of the early learning profession. The Institute will be an employer of choice for adult education specialists. Our students will be inspired by our passion for learning, our knowledge and experience.

Our programs
We will provide an educational experience that is highly sought-after by both students and future employers.

Introduction

Goodstart Institute of Early Learning is committed to providing nationally recognised training with the following conditions:

- The Institute will, at all times, provide industry standard training and assessment.
- Suitably qualified Professional Learning Consultants (Trainers and Assessors), as defined in Standards for Registered Training Organisations (RTOs) 2015, will provide training and conduct assessment.
- No individual participant will be discriminated against either in their access to, or participation in Traineeships or Apprenticeships.
- Training and assessment services will be provided in a safe environment in line with legislative requirements.
- The Institute has a clear and transparent procedure regarding client confidentiality and access to records of participation.
- The Institute markets and advertises its products and services in an ethical manner.
- The Institute has a clear and transparent appeals process which is made clear to all students prior to assessment.
Code of Ethics

• The Goodstart Institute of Early Learning employees shall at all times act with integrity in dealings with all students and members of the community.

• The Goodstart Institute of Early Learning shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  - Vocational Education and Training Quality Framework (VQF)
  - Training and assessment services will be provided in a safe environment in line with legislative requirements
  - Privacy Act 1988
  - Commonwealth/state legislation and regulatory requirements

• The Goodstart Institute of Early Learning shall refrain from any activities, which could be detrimental to ACPET or any of its members and complies with ACPET's code of conduct.

• The Goodstart Institute of Early Learning will ensure:
  - the provision of adequate facilities in which to conduct training programs
  - the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
  - the accuracy of marketing, promotional and advertising material
  - compliance with current Workplace Health and Safety and Duty of Care requirements
  - compliance with an acceptable refund policy
  - the maintenance of adequate records
  - security of all records (current and archival)
  - Student access to their records upon request
  - compliance with any conditions of associated membership with any professional body
  - The Institute undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this Code of Ethics
  - The Institute shall refrain from associating with any enterprise, which could be regarded as acting in breach of this Code of Ethics
Operational Standards

Student Service Policy

Goodstart Institute of Early Learning is committed to providing all our student's with quality vocational education and training and student service and support.

To achieve this commitment the Institute will ensure:

• Staff will deal with all students promptly, courteously and professionally.
• Student’s personal and academic records will be treated confidentially.
• Students will receive a fair and equitable service and opportunity.
• Students will receive clear and concise information concerning the terms and conditions of enrolment, tuition, payment, refund and termination, registration, policy and procedures, course and subject details, delivery, assessment and issuance of awards/qualifications.
• Decisions regarding academic achievement, attendance and credit transfer and recognition of prior learning will be based on written documentation.
• Students will have opportunity to apply for Recognition of Prior Learning.
• Students will be provided with the opportunity for input into decision making through student surveys, interviews with staff, and confidential suggestions.
• Student and staff disagreements will be handled through the complaints procedure.

Organisation

An Organisational Chart indicates the structure of Goodstart Institute of Early Learning and the relation between various functions within the company. The organisation allocates and delegates document and data control procedures. These delegated functions form part of the organisation’s overall policy and procedures.

The collection of Policies and Procedures (Quality Assurance and Operations) has been written as a support document to provide in detail, accurate operating procedures, which are to be adhered to by the Institute and all staff members in accordance with quality management requirements.

To achieve quality objectives the Institute recognises and understands that all staff must meet and exceed customer needs and expectations in the areas of service quality. Our Management System will be operated at all levels in the company ensuring employees have the opportunity to contribute to a continuously-improved working environment. In doing so the Institute will ensure that:

• The needs and expectations of our customers are clearly understood and continually achieved.
• All employees understand the importance of their individual roles in the organisation and how their actions impact on the quality of services provided.
• All employees are given the opportunity to develop their individual skills by the provision of training and support and, the health, safety and welfare of employees, customers and visitors remain of the highest priority.
• The procedures cover areas deemed critical and are not to be changed or altered without approval.
Operational Standards

- These procedures define the purpose and scope of the activity and relate to other documents that describe the activity and that the procedure actions identify the "who", "what", "when" and "where" of the activity indicating the purpose and scope.