General Requirements

The overall Goodstart Institute of Early Learning management system defines the operational system of the RTO, which is driven by providing quality customer service. Goodstart Institute of Early Learning aspires to demonstrate benchmark practices across both the Early Learning and Care and the Vocational Education and Training sectors.

Goodstart Institute of Early Learning strives to demonstrate and define processes to comply with the Standards for Registered Training Organisations (RTOs) 2015, by ensuring overall effective quality control systems across all operations. The Institute will cooperate with ASQA in responding to requests for information, undergoing audits and managing records.

Management and staff of Goodstart Institute of Early Learning are committed to providing excellence in student experience; through continuously improving the organisation’s operation and processes and take positive actions, which will eliminate areas of non-acceptable occurrences. The Institute will remain compliant with all Commonwealth, State and Territory legislation and regulatory requirements. Further, the Institute will ensure all staff and clients are aware of the relevant requirements and how they impact on the services delivered.

Documentation Requirements

Goodstart Institute of Early Learning supports its Operational Management System through the implementation of written procedures and various forms of documentation. These consist of procedures that comply with RTOs Standards of Registration 2015 and other procedures that Goodstart Institute of Early Learning Management believes are paramount to the operational success of the organisation.

The Institute organises the required documentation into three themes: RTO Operations and Governance; Obligations to our Learners; and Training and Assessment. The types of documentation can include procedures, forms, documents and a range of learner guides, courseware, facilities and equipment. These documents are found within the quality assurance folder and are controlled as indicated in the section of the manual dealing with documentation and data control.

Data and Version Control

Goodstart Institute of Early Learning has procedures in place to create, maintain, retain and distribute internal and externally produced documents and data. The procedure also controls the receipt, use and issue of documents and data provided by outside sources.

Authorised personnel have been appointed as document controllers who have the responsibility to handle changes to any, and all, controlled documents for the issue to all sections and locations requiring material for successful operations and the prompt removal of outdated or obsolete material. However, material of legal, knowledge preservation, or historical benefit may be retained at Management’s discretion.

Changes can be made at the discretion of the Goodstart Institute of Early Learning Manager after a change requirement has been identified and deemed beneficial. All version controlled documents that are updated are to be logged in the Document Control Register by the delegated Student Services Officer. The
procedure ensures the methodology of change action guards the safety of controlled documents and ensures the distribution of new documents and the withdrawal of old documents.

The Institute will collect data and report on a range of business operations, including: National Reporting; and Quality Indicator Data

Control of Quality Records

Goodstart Institute of Early Learning has established and maintained a procedure to identify, collect, index, access, file, store, and orderly arrange quality records. Quality records are maintained to demonstrate conformance to standards and reflect the effective operation of the organisation’s Quality System.

Management Responsibilities

Management Commitment

In order to meet the performance standard requirements of Management, Goodstart Institute of Early Learning has the responsibility for establishing a quality training and assessment system across all functions. The system will set out to involve all Goodstart Institute of Early Learning staff members in understanding and providing excellence in client satisfaction. Management will set out the policies and objectives for the Institute and in accordance with statutory and regulatory requirements and standards. The Institute Manager is responsible for the operational functions of the Institute. Further, the Institute will ensure that all executive officers or high managerial are vested with sufficient authority to ensure the RTO complies with the Standards for Registered Training Organisations (RTOs) 2015 at all times, and meet each of the relevant criteria specified in the fit and proper person requirements.

Student Privacy and Information Confidentiality

Except where required under law, the Institute and its staff shall ensure that information about a Student is kept confidential, safe and only accessed by clients (candidates or staff) to their records or by authorised personnel. Information will not be disclosed to a third party, except where required under law or under Standards for Registered Training Organisations (RTOs) 2015, without the prior written consent of the person with which it is connected. To this end, Goodstart Institute of Early Learning staff must:

- only obtain information relevant to the task with which they are undertaking or as required by law
- inform the candidate or the person with which the information is connected of the reasons for requesting this information
- file the information in a safe, confidential manner
- familiarise themselves with the Privacy Act 1988 and National Privacy Principles

Privacy and Record Keeping

Goodstart Institute of Early Learning is bound by the National Privacy Principles contained in the Commonwealth Privacy Act 1988. The Institute may, from time to time, review and update this privacy policy to take account of new laws and technology and changes to its operations. All personal information held by Goodstart Institute of Early Learning will be governed by its most recent policy as
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reported in this manual. Goodstart Institute of Early Learning, its staff, contractors, candidates and stakeholders are subject to and shall comply with the Privacy Act 1988 and the National Privacy Principles.

Student Focus

Goodstart Institute of Early Learning has procedures in place to ensure Students’ are advised of the scope and expectations of courses along with the proposed delivery and assessment methods used. The Institute’s learning products aren’t only developed to meet the Australian Qualifications Framework and relevant Training Package requirements, but the learners’ needs as well. Upon enrolment, all potential learners are provided the opportunity to engage in a current knowledge and skills assessment to ascertain any possibility of RPL and Credit Transfers.

Courses and qualifications are identified and documented, either by unit of competency code or name and cover a multitude of subjects and are always of a formal written nature.

Upon enrolment, candidates are identified by either their Goodstart unique candidate number or their Unique Student Identifier number. Candidates are mapped, tracked and progressively and continuously assessed against the unit of competency performance criteria and/ or learning outcomes. This progression is firstly recorded manually then entered onto the Goodstart Institute of Early Learning’s database. In addition, candidate attendance is recorded at each class session. This information is firstly recorded manually then transferred onto the Goodstart Institute of Early Learning database.

In addition, Goodstart Institute of Early Learning also supports learners who wish to appeal an academic judgement made by the Institute. The Institute provides a transparent complaints and appeals process that informs clients and learners and enables them to understand their rights and responsibilities under the standards.

Marketing Material

Goodstart Institute of Early Learning ensures that candidates and potential candidates are informed of course information, scope and range of syllabi/curriculum or competencies, applicable rules and regulations, pre-enrolment conditions, opportunities for recognition of prior learning and the expected outcome of the learning contract.

Goodstart Institute of Early Learning staff and Professional Learning Consultants (Trainers and Assessors) are aware of the level of service required through formal documentation (i.e. enrolment process etc.) and student service policies and procedures. Staff responsible for developing and producing marketing material and providing information to candidates, clients and potential candidates are aware that all marketing material is checked and authorised as follows to ensure compliance with Standards for Registered Training Organisations (RTOs) 2015:

• Includes the RTO Code 32215
• Refers to another person or organisation in its marketing material only if the consent and/or ascent is obtained of that person or organisation.
• Uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for Registered Training Organisations (RTOs) 2015;
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• Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;

• Includes the code and title of any training product, as published on the National Register, referred to in that information;

• Only advertises or markets a non-current training product while it remains on the RTO’s scope of registration;

• Only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is advertised;

• Includes the details about: government funded subsidy or other financial support arrangements associated with the RTO’s provision of training and assessment; and

• Does not guarantee that:
  o A learner will successfully complete a training product on its scope of registration; or
  o A training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 (Standards for Registered Training Organisations (RTOs) 2015), or
  o A learner will obtain a particular employment outcome where this is outside the control of the RTO.

• Expected duration;
• Expected locations at which it will be provided;
• Expected modes of delivery;
• Any work placement arrangements, and
• Any materials and equipment that the learner must provide.

All courses meet the obligations of regulatory and legal requirements; while in addition, the Institute also ensures that the clients have access to a counselling facility.

Human Resources

In the area of staff selection and recruitment, only the Institute Manager or National Professional Learning Manager is authorised to make an offer of employment. Goodstart Institute of Early Learning has procedures in place that control the on-boarding of qualified trainer and assessors, in addition to the development of professional development plans to ensure the academic staff are supported to remain current in their vocational and early learning and care knowledge and skills. Further, non-academic staff are also supported through the provision of purposeful professional development plans that ensure that the Institute has the right person in the right role.

Initially, appropriately qualified staff are employed, however, in the circumstances that the right person for the job does not hold the appropriate vocational qualifications, they will be subjected to a supervision...
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arrangement that will stay in effect to the individual holds the required qualification and is able to demonstrate capability.

Version Control

The delegated Student Services Officer is given the authority and responsibility for the review, amendment, approval, review, distribution and security of documents within their area of control.

Procedures, manuals and other documents must use version control, that is, show the dates when the documents and manuals change. If possible, indicate the changes. The changed file may be saved as a new version if tracking the changes is difficult.

The system is the standard – version followed by the number, for example v1.0.

The filename should contain the version identification as an indicator where the document is being used externally. Version control allows effective tracking and information for audit purposes. All Version controlled documents that are upgraded are to be logged in the Version Control Register by the delegated Student Services Officer. Sample of changes must accompany the recorded change.

Part of the version control policy and procedure, is that materials that relate to its scope of registration (including Training Packages, accredited course documents and learning/assessment materials) are reviewed for currency by authorised and competent staff to issue or reissue; a list of materials with the respective issue and/or amendment status identified is maintained; and all persons required to perform any function under the RTO’s scope of registration have ready access to all necessary current materials.

Access to Necessary Current Materials

All staff required to perform any function under the Institute’s scope of registration shall have ready access to materials such as:

• the relevant Training Package
• books, forms, folders and subject files
• electronic versions of documents via the computer network
• the material for all subjects is available in a format that is assessable by the candidate
• subject matter experts and the largest provider of long day care in Australia

Quality Assurance

Goodstart Institute of Early Learning assures the quality of all vocational education programs on its scope. Goodstart Institute of Early Learning ensures that the Professional Learning Consultants (Trainers and Assessors) and learning equipment is sufficient to the learning needs of the individual and Industry’s requirements. Further, the Institute engages with the Goodstart network, to validate the qualifications and currency in skills and knowledge of the Trainer and Assessors in addition to the learning program content and assessment events.
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The Institute also follows workflows and processes that allow for the continuous improvement of business operations and academic focused tools and aids. This encompasses the insurance of quality data collection and reporting in addition to learner’s obligations; from pre-enrolment through to alumni.

Workplace Harassment, Victimisation and Bullying

Goodstart Institute of Early Learning is committed to providing all staff and candidates with a working and learning environment free from harassment of any kind. All candidates and staff are required to honour and support this commitment.

Harassment of any sort is unacceptable and will not be tolerated by the Institute under any circumstances. Appropriate disciplinary action will be taken in any proven instance of harassment.

The definition of Harassment – Harassment is any unwelcome and uninvited comment, attention, contact or behaviour, that an individual or witness finds humiliating, offensive or intimidating. It can be verbal, physical, written or visual.

Definition of the Staff Role when associated with Harassment – As employees have a duty to ensure that any harassment brought to their attention or personally witnessed, is addressed as soon as possible, legal precedent indicates that the onus rests with the employer to take all reasonable steps to prevent harassment and victimisation through proactive education.

The definition of Victimisation – a person is victimised if threatened, harassed or subjected to any form of detriment.

Wrongful Accusations – It is against the law to make a wrongful accusation against another person. Any person wrongfully accused of harassment may take a defamation complaint to the Courts.

The Institute does not tolerate any form of harassment, victimisation or bullying. All employees, contractors, staff and visitors are to comply with the principles of fair, equitable and professional conduct at all times. Harassment, victimisation and bullying are defined as any form of intentional approach, suggestion or action that causes the victim angst, discomfort, mental or physical harm or degrades their general wellbeing or self-esteem or person.

All forms of the above can be reported in full confidence to the Institute Manager or Goodstart Early Learning Limited People and Culture Manager at any time.

Anti-Discrimination, Equal Opportunity, Racial Vilification and Disability Discrimination

The purpose of this policy is to specify procedures and performance standards to ensure that staff selection and promotion practices within Goodstart Institute of Early Learning are based solely on merit and are not negatively influenced by factors such as disability, ethnicity, gender, age, religious belief or political affiliations.

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As an Institute which is open to people with disabilities, Goodstart Institute of Early Learning encourages people to remain valued members of the local community. Goodstart Institute of Early Learning considers that it has an additional obligation to promote and demonstrate best practice in the application of affirmative action principles to the employment of people with disabilities. This policy applies to all of the Institute’s programs and activities.

The following procedures are to be implemented to ensure that Goodstart Institute of Early Learning meets its policy objective of operating a discrimination free workplace that promotes equal opportunity principles. Goodstart Institute of Early Learning will:

- maintain a current written policy on equal opportunity that covers all staff recruitment, selection and promotion activities
- ensure that all staff are aware of the existence of the Policy on Equal Opportunity and have access to a written copy of the policy
- ensure that offices owned or leased by the Institute are physically accessible
- recruit new employees on merit and on a fair and open basis
- look for opportunities to fill vacancies within the Institute with people who have disabilities
- undertake to provide any necessary equipment
- provide on-site training and support where required
- promptly investigate, remedy and document any Institute employee complaints/appeals regarding equal employment opportunity

Change of Business Notifications

The Institute will notify ASQA within 90 days of changes of the following:

- Executive officer or higher managerial agent
- Financial administration status e.g. liquidators being appointed
- Legal name or name of legal entity
- Ownership, directorship or control
- Anything that may affect the fit and proper person status of an influential representative of the RTO
- Any fundamental funding/revenue source (e.g. government funding contract allocation)
- The RTO’s business strategy driven by a change to government policy
- Delivery to apprentices or trainees employed under a training contract, or
- Any other significant matter

Further, the Institute will inform the below of the any related event mentioned above, or any other change in the operations of the Institute business or governance, where required the following governing bodies will be informed:

- Australian Skills Training Authority
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- Queensland State Government
- NSW State Government
- Tasmania State Government
- ACT State Government
- Victorian State Government
- WA State Government
- Northern Territory Government
- EduPoint Support Services

The Institute will notify staff and students within 30 days of any business change which may impact on them.

Vocational Education and Training

Goodstart Institute of Early Learning supports the principles of open, accessible, balanced and relevant vocational education and training in accordance with the Accreditation Board and Vet Quality Framework (ASQA). In fostering the growth of the state’s high-quality training system, the Board draws on the work of other statutory bodies, government departments, community organisations and VET research centres. Goodstart Institute of Early Learning supports this approach to education and sets out these policies and procedures in support of the goals of vocational education and training.

The Institute engages with the Early Learning and Care sector to develop learning products, which are used to train Goodstart employees in subjects that provide both a theoretical and practical understanding of the subject matter, and supports the application of this knowledge and these skills to the workplace.

Goodstart Institute of Early Learning shares the vision of personal and professional development that is created by the Industry Training Advisory Bodies. The Institute, through its Professional Learning Consultants (Trainers and Assessors) and Senior Professional Learning Consultants provides advice to candidates in applying their learnt knowledge and skills to the workplace.