

## Client Support Policy & Procedure

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RTO No 22234

### 1 Policy

- 1.1 Ashton College employs an effective client support policy to support all clients in successfully completing their training within the scheduled timeframe.
- 1.2 Under Standard 8 of the National Code 2018, Ashton College implements the DEEWR-DIAC Course Progress Policy and Procedures for its vocational education and training (VET) courses.
- 1.3 Ashton College monitors client's course progress and provides reasonable support where feasible and appropriate.
- 1.4 Ashton College will provide access to academic and personal/ welfare support services to all clients.
- 1.5 Ashton College will provide clients with information to inform them of the support services available in a timely manner.
- 1.6 Ashton College encourages learners with special needs to undertake its training courses.
- 1.7 This policy will be implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 clause 1.1, 1.3, 1.7 and 5.2 and the National Code 2018 standards 6, 8, 9 & 10.
- 1.8 The length of a study period varies depending on the course. The duration of any study period including holiday breaks is no more than 24 weeks.

| <b>Course</b>   | <b>Duration of study period<br/>(exc holidays)</b> |
|---|--|
| ELICOS General English  | 10 weeks   |
| ELICOS English for Academic Purposes                            | 10 weeks   |
| ELICOS English for High School Preparation                      | 12 weeks   |
| AUR30616 Certificate III in Light Vehicle Mechanical Technology | 11 weeks   |
| AUR31516 Certificate III in Automotive Diesel Engine Technology | 10 weeks   |
| AUR40216 Certificate IV in Automotive Mechanical Diagnosis      | 12 weeks   |
| AUR50216 Diploma of Automotive Technology                       | 12 weeks   |
| BSB40215 Certificate IV in Business                             | 12 weeks   |
| BSB42015 Certificate IV in Leadership and Management            | 12 weeks   |
| BSB51918 Diploma of Leadership and Management                   | 10 weeks   |
| SIT30816 Certificate III in Commercial Cookery                  | 11 weeks   |
| SIT40516 Certificate IV in Commercial Cookery                   | 10 weeks   |
| SIT50416 Diploma of Hospitality Management                      | 12 weeks   |
| SIT60216 Advanced Diploma of Event Management                   | 10 weeks   |

## **Procedure**

### **2 Client support services information**

- 2.1 Client support services information is provided to all potential clients via the client information handbook, the College website, on notice boards at the campuses and via staff.
- 2.2 On enquiry clients are directed to the website, e-mailed a copy or posted a copy of the information handbook.
- 2.3 An up to date copy of the client information handbook is maintained on the College website.
- 2.4 Clients are encouraged to seek assistance with any part of this process and to contact Ashton College support staff with questions.

### **3 Pre-enrolment information**

- 3.1 All potential clients are provided with the following information prior to enrolment via Ashton College website:
  - a) Introduction to the RTO
  - b) Recognition of Prior Learning (RPL) and Credit Transfers
  - c) Language, Literacy and Numeracy requirements
  - d) Training guarantee
  - e) Training and assessment process
  - f) Client feedback
  - g) Qualification details
  - h) Monitoring course progress
  - i) Academic support
  - j) Welfare support
  - k) Recreational activities
  - l) Timetables
  - m) English Language support
  - n) Equity and access
  - o) Privacy
  - p) Access to records
  - q) Academic misconduct
  - r) Complaints and appeals
  - s) Legal services
  - t) Course information
  - u) Course cancellation terms
  - v) Referrals to external organization for other required services
  - w) Impact of course progress on student visa

- x) Student visas
- y) Part time/Casual work opportunities
- z) Living in Melbourne
- aa) Costs of living
- bb) Cultural factors

3.2 All International students are provided the following information pre-enrolment (appropriate sections are also included in orientation):

- a) the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
- b) the course content and duration, qualification offered if applicable, modes of study and assessment methods
- c) campus locations and a general description of facilities, equipment, and learning and library resources available to students
- d) details of any arrangements with another registered provider, person or business to provide the course or part of the course
- e) indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- f) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- g) a description of the ESOS framework is made available electronically
- h) relevant information on living in Australia, including:
  - i. indicative costs of living
  - ii. accommodation options; and
  - iii. where relevant, schooling obligations and options for school aged dependants of intending students, including that school fees may be incurred.
- i) student safety information
- j) student visa information

#### **4. Prior to Course Commencement / Orientation Day**

4.1 All clients are provided with the following:

- a) Introduction to the RTO
- b) Staff contacts and housekeeping
- c) Recognition of Prior Learning (RPL) and Credit Transfer
- d) Language, Literacy and Numeracy test
- e) Training and assessment process
- f) Support services & contacts (internal & external)

- g) Client feedback
- h) Qualification details
- i) Code of conduct
- j) Occupational Health and Safety
- k) Client safety
- l) Emergency and health services
- m) Monitoring course progress
- n) Academic support
- o) Welfare support
- p) Recreational activities
- q) Timetables
- r) English language support
- s) Course information
- t) Equity and access
- u) Privacy
- v) Access to records
- w) Academic misconduct
- x) Complaints and appeals
- y) Legal services
- z) Course cancellation terms
- aa) Impact of course progress on student visa
- bb) Student visas
- cc) Part time/Casual work opportunities
- dd) Living in Melbourne
- ee) Costs of living
- ff) Cultural factors

The orientation program is delivered to all clients prior to course commencement.

- 4.3 Ashton College provides access and equity to clients with disability and special learning needs.
- 4.4 Ashton College provides reasonable adjustment to learning processes and materials to accommodate learning needs where feasible.
- 4.5 As special needs and/or disability extend to more than identifying physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.
- 4.6 Ashton College trainers take special needs and/or disability into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.

Depending on any specification given in the standards, the trainer may be able to accept alternative evidence from a candidate with special needs.

- 4.7 In making arrangements for clients with special needs and/or disability needs all meeting minutes, advice and delivery/ assessment material is stored in the client file.
- 4.8 The client is kept informed at all times during this process.
- 4.9 Ashton College may refer clients to external organisations for support to enable them to successfully enrol and complete their course.
- 4.10 Clients are provided opportunities during orientation to seek clarification relating to any area of the orientation information or related topics.
- 4.11 Clients are provided with an orientation checklist covering the relevant topics identified in item 4.1 of this policy.

## **5. While Undertaking the course – General**

- 5.1 Clients are encouraged to approach their trainer or Ashton College support staffs at any time during their training if they have any questions, issues, develops any medical conditions that affect their learning or are experiencing difficulties.
- 5.2 If a client acquires a disability or medical condition during the period of the course the client will be given the Change of Personal and/or Contact Detail form by the trainer and will need to complete it and return it to the trainer or the Student Support Officer. A copy of this form will be kept in the client's file.
- 5.3 The Change of Personal and/or Contact Detail form will be forwarded to the Academic Director and a meeting will be arranged with the student and appropriate staff member(s) to discuss the situation and appropriate support strategies. An appropriate staff member could be:
  - a) Student Support Officer
  - b) Academic Director/CEO
  - c) A trainer/assessor
  - d) A combination of any of the above
- 5.4 It might be necessary to complete an assessment of the client's capabilities, knowledge and skills to determine what strategies should be employed. This assessment could be in the form of:
  - a) a discussion between relevant parties i.e. the client, appropriate staff member, and/or trainer/assessor, and/or relevant expert, and/or parent/guardian, and/or anyone else who is appropriate,
  - b) written and/or oral testing of capabilities, knowledge and skills,
  - c) demonstration of capabilities, knowledge and skills,
  - d) third-party evidence/information received attesting to the person's capabilities, knowledge and skills,
  - e) evidence portfolio that illustrates the person's capabilities, knowledge and skills, or
  - f) a combination of any of the above
- 5.6 After this process, if necessary, an Individual Learning Plan will be created that outlines how the learning need will be addressed/supported during training and/or assessment. Once the Individual Learning Support Plan has been finalised it will be signed by all parties. If

appropriate, a client will be given contact details for appropriate support organisation(s). See Support Services section below for organisations and contact details.

- 5.7 A copy of the Individual Learning Plan will be kept on the client's file and additional copies will go to the client and the trainer/assessor. Any other interested parties will also be given a copy.
- 5.8 At appropriate intervals (at least every 3 months) the Individual Learning Plan will be reviewed to ensure the strategies are effective and if necessary adjustments are made. This meeting will be documented on the Individual Learning Plan Review Meeting form.
- 5.9 The client is kept informed at all times during the process.
- 5.10 Support Services

There are a number of services that can be contacted for advice and support for clients who require learning support.

**Aboriginal and Torres Strait Islander**

Victorian Aboriginal Education Association

Phone (03) 9480 0800

Fax: (03) 9481 4072

Email [vaeai@vaeai.org.au](mailto:vaeai@vaeai.org.au)

Website [vaeai.org.au](http://vaeai.org.au)

**Deaf or Hearing Impaired**

Expression Australia

Phone (03) 9473 1111

TTY (03) 9473 1199

Fax (03) 9473 1122

Email [info@expression.com.au](mailto:info@expression.com.au)

Website [www.expression.com.au](http://www.expression.com.au)

**Blind or Vision Impaired**

Vision Australia

Phone 1300 84 74 66

Email [info@visionaustralia.org](mailto:info@visionaustralia.org)

Website [www.visionaustralia.org](http://www.visionaustralia.org)

**Acquired Brain Disorder**

BrainLink

Phone 1800 677 579

Email [admin@brainlink.org.au](mailto:admin@brainlink.org.au)

Website [www.brainlink.org.au](http://www.brainlink.org.au)

**Learning Difficulties**

Learning Difficulties Australia

Phone (03) 9890 6138

Email [enquiries@ldaustralia.org](mailto:enquiries@ldaustralia.org)

Website [www.ldaustralia.org](http://www.ldaustralia.org)

**Physical Disability**

Scope

Phone (03) 9843 3000

Fax (03) 9843 2033

Email [contact@scopevic.org.au](mailto:contact@scopevic.org.au)

Website [www.scopevic.org.au](http://www.scopevic.org.au)



**Doctor (GP / General Practitioner)**

the Clinic Footscray

Phone (03) 9687 2271

Website [www.clinicfootscray.com.au](http://www.clinicfootscray.com.au)

**Address** Suite 1 91 Paisley Street Footscray VIC 3011 Australia

Hallam Family Practice

Phone (03) 9703 1322

Website [www.hallamfp.com.au](http://www.hallamfp.com.au)

**Address** 214 Princes Hwy Hallam VIC 3803 Australia

Northcote Plaza Medical Centre

Phone (03) 9489 6472

Website [www.northcotedoc.com.au](http://www.northcotedoc.com.au)

**Address** 1 Robbs Parade Northcote VIC 3070 Australia

**Dentist**

Fine Smiles Dental

Phone (03) 9689 4477

Website [www.finesmilesdental.com.au](http://www.finesmilesdental.com.au)

**Address** 170-172 Barkly Street Footscray VIC 3011 Australia

Hallam Smiles

Phone (03) 9702 3101

Website [www.hallamsmiles.com.au](http://www.hallamsmiles.com.au)

**Address** 24 Spring Square Hallam VIC 3803 Australia

Northcote Family Dental

Phone (03) 9481 5747

Website [www.northcotefamilydental.com.au](http://www.northcotefamilydental.com.au)

**Address** 181 High Street Northcote VIC 3017 Australia

**Counsellors**

Safe Place Therapy

Phone (0) 411 791 089

Website [www.safeplacetherapy.com.au](http://www.safeplacetherapy.com.au)

**Address** 23 Hyde Street Footscray VIC 3011 Australia

**Overseas Students Ombudsman**

Phone 1300 362 072

Website [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

**Translating and Interpreting Service**

Phone 131 450

Website [www.tisnational.gov.au](http://www.tisnational.gov.au)

**Lifeline (suicide crisis, panic attack support)**

Phone 13 11 14

Website [www.lifeline.org.au](http://www.lifeline.org.au)

**Victorian Legal Aid**

Phone 1300 792 387

Website [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

**Fairwork**

Phone 131 394

Website [www.fairwork.gov.au](http://www.fairwork.gov.au)

For more information on other contact details, please refer to Client Information Handbook or visit the Ashton College website.

## 6. Monitoring course progress - All clients

6.1 Ashton College provides clients with information relating to course progress pre-enrolment and at orientation. The support services and outcome of not achieving satisfactory course progress is communicated to all clients.

6.2 Ashton College training and assessment staff monitor client's progress in the following ways:

- 1) By evaluating their responses to questions,
- 2) by the type and nature of questions asked,
- 3) assessing their ability to complete tasks to the required standard,
- 4) assessing their ability to complete tasks within appropriate timeframes,
- 5) by engaging clients in discussions
- 6) asking them if they require support with any aspect of their training or assessment
- 7) by reviewing outcome of formative and summative assessments
- 8) by monitoring participation
- 9) Reviewing the progress of each client against the College criteria for achieving satisfactory course progress

a) Course progress is deemed unsatisfactory both during and at the end of a study period if the client falls into one or more of the following categories:

- 1) Is judged as NS in one assessment in a pre-requisite unit
- 2) Is judged as NYC in a prerequisite unit
- 3) Is judged as NYC in two or more units during a study period
- 4) Is judged as NYC in two units at the end of a study period
- 5) Is identified by a trainer as requiring intervention
- 6) Is unable to complete a course within the expected duration
- 7) Does not participate as per course schedule

6.3 If trainers identify that a client meets one or more of the criteria for not achieving satisfactory course progress they will notify the course administrator.

6.4 The Course Administrators also reviews all clients' course progress by reviewing units successfully completed on the SMS on a fortnightly basis.

6.5 Clients who are identified as at risk of not achieving satisfactory course progress are contacted to schedule an intervention meeting with the Course Administrator.

6.6 Clients are deemed to have achieved satisfactory course progress if they do NOT fall into the categories identified in item 6.2a of this procedure.



## **7 Monitoring Course progress - Academic support**

- 7.1 The purpose of the intervention meeting with the Course Administrator is to establish the underlying reasons for unsatisfactory course progress.
- 7.2 Once the reasons for unsatisfactory course progress have been identified, it is then passed on to the Academic team to initiate an intervention strategy.
- 7.3 If the underlying reasons for unsatisfactory course progress are in relation to academic issues/ Language, Literacy and Numeracy the College will attempt to assist the client where feasible by:
- a) Providing access to training and assessments staff
  - b) Reviewing learner materials with the client
  - c) Re-phrasing explanations
  - d) Providing information in a context that the client understands
  - e) Providing extra time to complete tasks
  - f) Providing access to supplementary reference materials
  - g) Providing supplementary exercises to develop understanding
  - h) Providing access to calculators
  - i) Providing access to dictionaries
  - j) Providing information in larger text
  - k) Arranging access to computers with relevant software
  - l) Arranging access to modified resources
  - m) Providing access to internal/ external academic support staff
  - n) Adjusting the clients timetable and/ or course schedule
  - o) Providing opportunities to re-attempt assessments
  - p) Providing opportunities to undertake additional units to catch up
- 7.4 If the client has language, learning/ academic issues that College staff cannot address then the client may be referred to external organisations for assistance.
- 7.5 An intervention strategy is negotiated and signed by the delegated Academic staff member and client at the meeting. The Intervention strategy is provided to the client in writing and a copy placed in the client file.
- 7.6 A revised course schedule and delivery and assessment arrangements may be negotiated with the client.
- 7.7 The guidelines in the unit of competency will also be accessed along with the regulator for guidance/ information on allowable adjustments to assessment.
- 7.8 International students may have their CoE amended as a result of the Intervention strategy. The existing CoE is cancelled and the reasons for the new one being created are recorded in PRISMS.
- 7.9 Agreement is reached with the client prior to this occurring and the client informed of the ramifications.

- 7.10 The client is required to abide by the new arrangements negotiated or the College may cease provision of the services/ arrangements. International students who do not comply with the agreement negotiated may be reported for unsatisfactory Course progress.
- 7.11 The intervention strategy will last for as long as it is appropriate. Appropriate internal and external personnel contribute to the process where required.
- 7.12 Each meeting, agreement, adjustment and communication in this process is documented and placed in the clients file.
- 7.13 Intervention meetings are initiated as soon as possible after the client being identified as 'at risk' and within 5 working days.
- 7.14 Students who do not abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are invited to a meeting with the Academic Director/CEO. A letter will be sent to the student within 5 working days of the issue being brought to the Academic Director/CEO attention.
- 7.15 At the meeting the reasons/ circumstances are identified and the Academic Director/CEO (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and informs the client of the College's intention in writing.
- 7.16 If the decision is to not enter into another intervention strategy clients are sent a letter informing them along with their right to appeal the decision by accessing the College complaints and appeals policy within 20 working days.

## **8 Monitoring Course Progress - Personal/ welfare support**

- 8.1 The purpose of the intervention meeting is to establish the underlying reasons for unsatisfactory course progress and initiate an intervention strategy.
- 8.2 If at the Intervention meeting with the client he/ she identifies that the issues affecting course progress are personal/ welfare related issues the Program Coordinator may refer the client to Student Support Officer. If student support officer deems appropriate, they will refer to external support services.
- 8.3 If the client has personal issues that do not require external support services, the Academic team may make adjustments to the training program.  
  
E.g. starting earlier/ later or finishing early to accommodate domestic arrangements or rescheduling the course.
- 8.4 An intervention strategy is negotiated and signed by the delegated Academic staff member and client at the meeting. The Intervention strategy is provided to the client in writing.
- 8.5 A revised course schedule and delivery and assessment arrangements are negotiated with the client (where appropriate).
- 8.6 The client attends a review meeting every three weeks with the delegated Academic staff member. The effectiveness of this intervention strategy is monitored and adjusted if necessary.
- 8.7 The guidelines in the unit of competency are accessed along with the regulator for guidance/ information on allowable adjustments to assessment.
- 8.8 International students may have their CoE amended as a result of the Intervention strategy. The existing CoE is cancelled and the reasons for the new one being created are recorded in PRISMS.

- 8.9 An agreement is reached with the client prior to this occurring and the client informed of the ramifications.
- 8.10 The client is required to abide by the new arrangements negotiated or the College may cease provision of the services/ arrangements. International students who do not comply with the agreement negotiated may be reported to the relevant authorities for unsatisfactory course progress.
- 8.11 The delegated Academic staff member will review the client's progress and commitment to the arrangements every three weeks.
- 8.12 The intervention strategy will last for as long is appropriate. Appropriate internal and external personnel contribute to the process where required.
- 8.13 Each meeting, agreement, adjustment and communication in this process is documented and placed in the clients file.
- 8.14 Intervention meetings are initiated as soon as possible after the client being identified as 'at risk' and within 5 working days.
- 8.15 Students who do not abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are invited to a meeting with the Academic Director/CEO. A letter will be sent to the student within 5 working days of the issue being brought to the Academic Director/CEO's attention.
- 8.16 At the meeting the reasons/ circumstances are identified and the Academic Director/CEO (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and informs the client of the College's intention in writing.
- 8.17 If the decision is to not enter into another intervention strategy clients are sent a letter informing them along with their right to appeal the decision by accessing the College complaints and appeals policy within 20 working days.

## **9 Reporting unsatisfactory course progress (International students)**

- 9.1 Ashton College will report a student for unsatisfactory course progress only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.
- 9.2 If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress. Ashton College does not report the student for unsatisfactory course progress.
- 9.3 Ashton College reviews students' course progress during the two consecutive compulsory study periods.
- 9.4 International clients who have failed 50% or more of the units in their course for the study periods are identified.
- 9.5 The identified clients are notified in writing of the College's intention to report them to the relevant authorities for not achieving satisfactory course progress.
- 9.6 The letters are sent to clients within 5 working days of being identified. The letter also informs them of their right to appeal the decision within 20 working days of receipt by accessing the College complaints and appeals policy.
- 9.7 The College reports clients to the relevant authorities if:
  - a) No appeal is lodged after 20 working days from sending the intention to report letter
  - b) The appeal is not upheld after the conclusion of the internal and external appeals process

- c) The client withdraws from the appeals process
- 9.8 The College reports the client with 5 working days of the completion of the processes/ time periods.
- 9.9 Reporting is completed through PRISMS. The letter also advises clients to contact the relevant authorities within 10 days of receipt of the letter.
- 9.10 A copy of all communication is stored in the client file.
- 9.11 When a student is reported for unsatisfactory course progress; Department of Home Affairs will consider all the information available and they will make a decision on whether to issue a visa cancellation.
- 9.12 The Department of Home Affairs will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the students visa. Students will be given an opportunity to respond to the NOICC and explain their situation

## **10 Client Welfare Support**

- 10.1 Clients who are experiencing welfare issues can access support services.

Examples of welfare issues may be in relation to:

- a) attending scheduled classes
- b) studying at home
- c) meeting course progress requirements
- d) accommodation
- e) housemates or neighbours
- f) cultural differences
- g) living in a big city
- h) travelling to or from college
- i) homesickness
- j) money worries
- k) finding a part time job
- l) paying your tuition fees
- m) family members
- n) communicating and learning in English
- o) finding your cultural foods
- p) your student visa
- q) events in your home country
- r) loneliness

## **11 Welfare support services**

- 11.1 All clients are provided the office telephone number and e-mail address of their trainer. They are encouraged to contact them outside scheduled class times for assistance with academic issues. Trainers provide support to clients via telephone, e-mail or arrange one to one session.
- 11.2 English language support services are available to clients upon request.
- 11.3 Meetings with the external Welfare Counsellor can be arranged on request.
- 11.5 Access to external welfare services can be arranged by the College or accessed directly. External support services and contacts are also provided in the Client Information Handbook.
- 11.6 Access to welfare support services can be arranged by the College by contacting [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au) or contact Ashton College Main Campus by phone on 9349 2344. College services and contact numbers are also available in the Client Information Handbook.
- 11.7 If clients require immediate assistance they can contact the College Client Services Manager/ Student Support Officer on 9349 2488 for assistance.
- 11.8 The Ashton College administrator liaises with the student support officer and external student welfare services where appropriate. All details relating to support services accessed by clients are recorded and maintained in the student file. A separate file may be employed to record and store sensitive information the student support officer identifies as confidential. E.g. welfare related issues.
- 11.9 The Student Support Officer may deem information provided by the client as confidential and only needs to provide advice to the Academic director and/or CEO of the outcome of the issue/ situation and the impact on studies/ enrolment.
- 11.10 Clients may be placed on an intervention strategy where appropriate.
- 11.11 Clients' study load may be adjusted where appropriate.
- 11.12 International Students may have their CoE amended in exceptional circumstances in compliance with this policy, completion within expected duration policy and defer, suspend and cancel enrolment policy.
- 11.13 Access to internal and College nominated external personal/welfare services is provided free of charge.
- 11.14 Students are communicated the availability of welfare support services pre-enrolment in the Client Information Handbook, the College website, at orientation and by College staff throughout their period of study at the College.

## **12 Recreational activities**

- 12.1 The College arranges recreational activities for student's time to time.
- 12.2 The sports and recreational activities may include:
  - a) Sports events – tennis, cricket, AFL, Melbourne Cup
  - b) Festivals – Local street music, arts and food festivals
  - c) Trips to local attractions e.g. Victoria Market, Federation square, museums, galleries
  - d) Tour of Melbourne CBD and surrounds
  - e) Movies – in College and at the cinema



- f) Arranging sports activities – swimming, tennis, badminton, cricket
  - g) Cultural food nights in the College
- 12.3 A list of activities is produced and displayed on the notice boards around the college also updated on the college website and social media sites.
- 12.4 Recreational and/ or sports activities can be accessed by contacting the Student Services Officer.
- 12.5 Attendance at most events is free apart from those that require an entrance fee to be paid. E.g. attending sporting events.

**Documents to be employed when implementing this policy and procedure:**

Client information handbook  
 Enrolment form  
 Language, literacy and Numeracy test  
 Pre-Training Review (for Foundation Skills Training)  
 Client orientation form/checklist  
 Complaints and appeals policy and form  
 Course progress monitoring form  
 At risk warning letters  
 Intervention meeting records  
 Intervention plans  
 Website  
 Change of Personal and/or Contact Details form  
 Individual Learning Plan

**Revision History**

| Date       | Revision  | Revised by         | Version No. |
|------------|---|--------------------|-------------|
| 9/08/2009  | Policy and procedures developed and initial implementation                          | CEO                | 1           |
| 15/03/2010 | Revised   | Compliance Officer | 2           |
| 15/03/2011 | Revised   | CEO                | 3           |
| 15/11/2011 | Revised   | Chris Donaghy      | 4           |
| 1/8/2012   | Revised   | Chris Donaghy      | 5           |
| 20/09/2012 | Revised   | CEO                | 6           |
| 07/02/2013 | Revised   | Chris Donaghy      | 7           |
| 30/07/2013 | Revised   | CEO                | 8           |
| 10/01/2014 | Use new company logo; delete course list in section 1.6; re-format Revision History | Compliance Manager | 9           |

Please Note: The further versions are stored in Document management System - Novacore with Comments.