



Client Information Policy & Procedure

Policy

- 1.1 Cheltenham Community Centre (CCC) employs an effective client information policy to inform all potential clients about the training, assessment, support services and their rights and responsibilities prior to enrolment.
- 1.2 CCC ensures that the information provided accurately represents CCC courses, facilities, practices and resources.
- 1.3 The Adult Education Coordinator is responsible for implementing this policy and reviewing its effectiveness.
- 1.4 This policy is implemented in compliance with the requirements of AQTF *Essentials Conditions and Standards for Continuing Registration* and VRQA guidelines.

Procedure

2 Pre-enrolment

- 2.1 Pre-enrolment information is provided to all potential clients via the client information handbook and the CCC website before they complete the enrolment process. CCC staff may also provide information to potential clients over the phone or via email.
- 2.2 A current copy of the client information handbook is maintained on the CCC website. All client information materials and processes are reviewed annually and improvements made as part of the CCC Continuous Improvement policy. Client information materials and processes may also be amended at any time in response to stakeholder feedback.
- 2.3 Client information handbook content includes the following:
 - Introduction to CCC; location, transport & staff contacts; support services and contacts
 - Recognition of Prior Learning (RPL) and Credit Transfer
 - Language, Literacy and Numeracy
 - Learning styles/ strategies
 - Training guarantee
 - Training and assessment process
 - Training plans
 - Certificates
 - Client feedback
 - Monitoring course progress
 - Attendance
 - Access to records
 - Academic misconduct
 - Course information
 - Course fees and payment terms; course refund terms
 - Materials/ equipment fees
 - Client safety information, and relevant CCC Policies including: Code of conduct; Occupational Health and Safety; Access & Equity; Privacy, and Complaints and appeals.

- 2.2 During pre-enrolment clients are also provided with details of any arrangements with another registered provider, person or business to provide the course or part of the course. Clients are encouraged to seek clarification on all information prior to enrolment. If appropriate, a meeting may be arranged with the Adult Education Coordinator. The Adult Education Coordinator supplies a copy of the client information handbook to each client and reviews the content with them during this meeting. Assistance is also provided on completing the application form, LLN assessment and pre-training review.
- 2.3 Clients may also be given (or sent) course information flyers, at which point they are provided with an enrolment form and language, literacy and numeracy test along with instruction on how to apply. The enrolment process is also outlined in the client information handbook, and further details on the enrolment process are located in the CCC Enrolment policy and procedure.
- 2.4 On completion of the enrolment process clients are informed of the course commencement date and time.

3 Orientation

- 3.1 Prior to course commencement an orientation session is provided to clients.
- 3.2 Clients are asked to bring their client information handbook to the orientation, and copies of the client information handbook are made available to clients who have not brought their own copy.
- 3.3 Clients are provided with an orientation checklist covering the topics listed below, and are provided opportunities during orientation to seek clarification relating to any area of the orientation information or related topics.
- Introduction to CCC
 - Staff contacts and housekeeping
 - Recognition of Prior Learning (RPL) and Credit Transfer (CT)
 - Language, Literacy and Numeracy/ English language
 - Training guarantee
 - Training and assessment process
 - Support services and contacts (internal and external)
 - Client feedback
 - Certificates
 - Code of conduct
 - Occupational Health and Safety
 - Client safety
 - Monitoring course progress
 - Attendance
 - Equal opportunities
 - Privacy
 - Access to records
 - Academic misconduct
 - Complaints and appeals
 - Course information
 - Course refund policy
 - Learning styles/ strategies
 - Training plans
- 3.4 Clients are also encouraged to approach the Adult Education Coordinator or other CCC staff at any time during their training if they have any questions, issues or are experiencing difficulties.

Documents to be employed when implementing this policy and procedure:

Client information handbook

Client orientation checklist

Course information flyers

Enrolment forms

Language, literacy and Numeracy test

All relevant CCC policies and procedures including:

- Client attendance & participation
- Enrolment
- Client support

Revision history

Date	Revision	Revised by
1/5/12	Created	Chris Donaghy
25/5/13	Edited for accuracy and correct terminology	Annella Chambers
12/9/19	Revised	C O'Neill