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<b>TITLE:</b>	<b>CLIENT INFORMATION</b>
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### **POLICY STATEMENT**

Perth Boat School is committed to ensuring that clients are provided with all relevant training and assessment information prior to enrolment. Perth Boat School will provide clear information to each client and potential client regarding:

- \* client selection, enrolment and induction/orientation procedures;
- \* course information, including content and vocational outcomes;
- \* fees and charges, including refund policy and exemptions (where applicable);
- \* provision for language, literacy and numeracy assistance;
- \* client support, including any external support Perth Boat School has arranged for clients;
- \* flexible learning and assessment procedures;
- \* welfare and guidance services;
- \* appeals and complaints procedures;
- \* staff responsibilities for access and equity as provided for in the code of practice; and
- \* recognition of prior learning (RPL) arrangements and credit transfer.

## **CLIENT INFORMATION**

### **1.0 INTRODUCTION**

Perth Boat School is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF). As such, Perth Boat School is required to provide clear information to each client, prior to enrolment, regarding the learning and assessment products and services offered to students. Perth Boat School is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.



## 2.0 POLICY PRINCIPLES :

- 2.1** Perth Boat School provides accurate, relevant and up-to-date information to participants prior to enrolment regarding their training and assessment options so that they may make informed choices regarding their study.
- 2.2** Perth Boat School maintains an up-to-date website with full client information in accordance with the requirements of the AQTF.
- 2.3** Course brochures have been developed for each training program and are available to all participants and prospective participants.
- 2.4** Perth Boat School will provide accurate, relevant and up-to-date information to students and/or clients prior to commencement. This will include, but is not limited to:
- Client selection, enrolment and induction/orientation procedures
  - Course information, including content and vocational outcomes
  - Fees and charges
  - Refund policy
  - Provision for language, literacy and numeracy assistance
  - Client support, welfare and guidance services
  - Flexible learning and assessment options
  - Appeals, complaints and grievances procedures
  - Staff responsibilities for access and equity
  - Recognition of prior learning
  - Mutual recognition
- 2.5** Documentation provided to students and prospective students includes, but is not limited to:
- Course Brochures
  - Student induction
  - Course confirmation letters/emails
  - Participant manuals
  - Assessment resources

## 3.0 SUPPORTING DOCUMENTATION

Perth Boat School documentation which supports the implementation of this Policy includes:

- F07\_01 Client information Matrix
- Course Brochures
- Student Induction
- Course confirmation letters/emails
- Participant manuals
- Assessment resources