

Client Information Matrix

What	Website	Brochure	Student Induction	resources	Information brochure	Staff Ind.		
Customer Complaints	✓	✓	✓		✓	✓		
Appeals	✓	✓	✓		✓	✓		
Mutual Recog'n	✓	✓	✓		✓	✓		
Skills Recog'n	✓	✓	✓		✓	✓		
Access & Equity	✓	✓	✓		✓	✓		
Course Info'n - content - core/electives (vocational outcomes)	✓	✓		✓	✓			
Student Selection	✓		✓		✓	✓		
Student Enrolment	✓	✓	✓		✓	✓		
Student Induction	✓				✓	✓		
Privacy & Confiden. (Non Discl.) Third party written consent)	✓		✓		✓	✓		
OSH - First aid, duty of care, accident, emergency procedure (evacuation)	✓		✓		✓	✓		
EO, Anti Discrimination	✓		✓		✓	✓		
Legislation in Training				✓				
Evaluation and continued improvement	✓		✓		✓	✓		
Delivery flexible	✓	✓	✓	✓	✓	✓		
Assessment Practices - Allowable Modifications	✓	✓	✓	✓	✓	✓		
Refunds	✓	✓	✓		✓	✓		
Fees & Charges	✓	✓	✓		✓	✓		
Access to own records	✓		✓		✓	✓		
Language Literacy Provision	✓		✓		✓	✓		
Client support	✓		✓		✓	✓		
Welfare & Guidance	✓		✓		✓	✓		
Disciplinary Procedures	✓		✓		✓	✓		
Student Behaviour	✓		✓		✓	✓		
Code of Practice	✓		Refer ✓		Refer ✓	✓		
Professional /Competent Trainers/Assessors	✓		✓	✓	✓			
Special needs	✓		✓	✓	✓	✓		
Certification & Issuing Qualifications	✓	✓	✓	✓	✓	✓		
Partnering Arrangements / Customisation	✓					✓		
Trianing Centres - Facilities	✓		✓			✓		
Plagiarism/Cheating	✓		✓		✓	✓		
Customer Feedback	✓	✓	✓			✓		