# **Purpose**

Insert org name is committed to providing quality activities training and program services, in accordance with the standards to all regulatory and funding agencies to which insert org name is a signatory. As such, insert org name is required to make available accurate and accessible information about the Centre/House, its services and performance to prospective and current clients.

# **Policy Statement**

Insert org name is committed to ensuring that current and prospective clients are provided with all relevant information regarding the activities training and program services, so that they may make informed decision about engaging in any of the above services offered by insert org name.

Insert org name provides clear information regarding:

* fees and charges, including payment terms, Refund Policy and exemptions (where applicable)
* provision for language, literacy and numeracy assistance
* client support
* appeals and complaints processes
* arrangements with third parties
* funding and subsidy arrangements (as applicable)

# Policy Principles

## Underpinning Principles

* Insert org name maintains an up-to-date website with full client information
* Course brochures have been developed for each program and are available to all current and prospective clients.
* All information provided to current and prospective clients:
* Accurately represent the services and products being provided by insert org name
* Makes reference to another person or organisation only if that person or organisation has given consent
1. Distinguishes where insert org name training and assessment is being delivered on its behalf by a third party provider
2. Information may be provided to current and prospective clients students in (but not limited to) (See Marketing Policy):
3. Insert org name website
4. Policies and Procedures
5. Course Brochures
6. Student handbook
7. Course confirmation letters
8. Participant manuals
9. Where there are any changes to agreed services, insert org name will advise clients as soon as practicable (including any changes in relation to a new third party arrangement, a change in ownership or changes to existing third party arrangements).

## Client information includes:

1. course outcomes and pathways
2. estimated duration of the course
3. expected course location
4. training arrangements, including modes of delivery available
5. enrolment processes
6. name and contact details for third party providers
7. work placement arrangements (as relevant)
8. insert org name obligations to the client, including quality assurance
9. certification
10. fees and charges, including deposits, payment options and obligations or other government subsidy and financial support arrangements [as applicable])
11. refund policy and processes
12. provision for language, literacy and numeracy assistance and support
13. educational and support services
14. appeals and complaints procedures
15. participant responsibilities and expected standards of behaviour
16. third party provider obligations and assurance
17. any materials and resources to be provided by the client.

# Insert org name Responsibilities

The Manager/Coordinator; insert org name is responsible for ensuring compliance with this policy.

# Access & Equity

The Lalor Living & Learning Centre Inc. Access & Equity Policy applies. (See Access & Equity Policy)

# Records Management

All documentation regarding the provision of client information are maintained in accordance with Records Management Policy. (see Records Management Policy)

# Monitoring and Improvement

All provision of client information practices are monitored by the Executive Officer Lalor Living & Learning Centre Inc. and areas for improvement identified and acted upon. (see Continuous Improvement Policy)

**Relevant Legislation**

Competition and Consumer Act 2010

Fair Trading Legislation and Regulations

Trade Practices Legislation and Regulations

**Related Documents**

Code of Conduct Policy

Complaints and Appeals Policy

Continuous Improvement Policy

Fees and Charges Policy

Marketing Policy

Records Management Policy

Refund Policy

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| --- | --- | --- | --- |
| Policy/Procedure name | Client Information Policy | Version | 1 |
| Policy number | Insert Policy Number | Date developed | Insert Month/Year |
| Drafted by  | Manager/Coordinator | Approved by CoM | Insert Month/Year |
| Responsible person | Manager/Coordinator | Scheduled review date | Insert Month/Year |
| Policy Area | Operational |