



AUSTRALIAN INSTITUTE OF ENTREPRENEURSHIP

Client Services Policy

RTO No: 21996 | ABN No: 79124768092

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Clients Services Policy

Meeting the needs of clients

AIE's prime business as an education provider requires that it provides the highest quality training and education to all of its applicants and students so that their needs are, wherever possible, not only met but exceeded.

Meeting clients' needs is a two way process – the client being clear about what they need and that in turn is based on providing clear and accurate information, services and information about outcomes.

Prior to application

AIE will prior to application provide prospective applicants with:

- Clear and concise information in relation to AIE as a training organisation
- Accurate descriptions of the qualifications on scope and options available
- Detailed and clear information relating to:
 - Fees
 - Refunds
 - Complaints and appeals
 - Information relating to how AIE works within the ESOS framework and Standards for RTOs 2015.

This information is provided by way of its website together with any other form of information and marketing distribution (See Accuracy and Integrity of Marketing Policy).

On application

When AIE receives an application from a potential student it will be reviewed on the basis of the criteria laid down in the Enrolment Policy – this information already having been provided to the applicant.

Identification of Needs:

Information is obtained by way of:

- Enrolment information
- Interview
- Formal needs assessment if required.

Learner Characteristics and Needs are also identified by way of:

- Relevant prior training and/or employment

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- Educational background
- Learning styles
- Physical or intellectual ability
- Language, literacy and numeracy levels
- Location
- Cultural or ethnic background
- Socio-economic factors
- Family circumstances.

Assuming the applicant meets the entry criteria and an offer letter is issued then the course (for which they have applied) defines the core criteria for that applicant and therefore the delivery of that course as prescribed is key to meeting those needs.

Information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement

AIE disseminates clear information to each client, prior to enrolment, which includes the following:

- Client selection, enrolment and induction/orientation procedures
- Training & Assessment arrangements
- Code of Practice
- Support Services
- Course information, including content and vocational outcomes and pathways
- Fees and charges, fee waivers and hardship provisions, including refund policy
- Provision of language, literacy and numeracy assistance
- Client support, including any external support AIE has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Complaints and Appeals and procedures
- Disciplinary procedures
- Staff responsibilities for access and equity
- Recognition of Prior Learning (RPL) and credit transfer/national recognition arrangements.
- Legislative and occupational licensing requirements.

On enrolment

When an accepted applicant enrolls as a student of AIE they will attend an induction program that includes determination of the student's Language, Literacy and Numeracy (LLN) capabilities, as many students will not have English as their first language. Where it is determined through the LLN process that the student may require additional support or even to be re-directed to some foundation course, then this support will be offered.

In addition, the orientation also provides the student with information relating to support services that AIE provides in all aspects of their study and personal issues that may impact the success of their study.

AIE will provide the following to assist students meeting their needs:

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- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race
- Training services are delivered in a non-discriminatory, open and delivered in a respectful manner
- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system
- Staff and students are required to comply with access and equity requirements at all times.

Information related to Training, Assessment and Support Services

Information Prior to Enrolment

AIE disseminates clear information to each client, prior to enrolment, which includes the following:

- Client selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policy
- Provision for language, literacy and numeracy assistance
- Client support, including any external support AIE has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity
- Recognition of Prior Learning (RPL) and credit transfer/national recognition arrangements.

This information is available via the AIE student handbook and associated course information.

Support Services

AIE provides support services depending on the needs of its clients and capacity to provide these services. Information is provided to learners about available support services and any external support arrangements through the Website and the Student Handbook.

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AIE liaises with student, trainers and assessors, and other stakeholders to ensure that the type of intervention chosen is appropriate for the student and the training and assessment program. AIE monitors the delivery of support services and identifies improvements.

AIE provides resources and support to help students make the most of their time from the moment they accept an offer till they graduate. AIE regularly consults with students to gather feedback on their experience at AIE and continually strive to develop and improve our services. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to perform at their best.

AIE offers the following student support services:

- Student Support Officer(s) - will generally be the first person(s), students turn to when they have a question or problem. Normally it will be Trainers/Teachers or Student Support Services officers or RTO Manager.
- Learning Support Services - include professional and qualified counsellors on request, English language support on request if unable to cope with the course work, student support officers, Student Welfare Officer and the RTO Manager.
- Counselling Services - AIE arranges for specialised Counselling services on request. These services can assist students to resolve the immediate issues and develop strategies for the future. Students may wish to speak to a counsellor about matters such as:
 - Coping with relationship and family issues
 - Managing time, or
 - Maintaining motivation and managing workload.
- Orientation program - conducted by AIE for all students on commencement at AIE is an important part of our support services. At this meeting we provide information on all aspects of AIE's operation and culture and make students aware of the support services that can be provided to them.
- At the orientation program students are informed of the Student Support Services and AIE policies and procedures and other information that is useful for their safe and enjoyable experience whilst studying at AIE.
- The information provided that is specifically focussed on student support includes but is not limited to:
 - Website material
 - Orientation programs
 - Student handbooks
 - Student agreements
 - Referral guide
 - Codes of conduct.

All of the above services can be accessed by either:

- A student requesting access (either via their trainer or via reception) or may be instigated by an event that may show a student may be at risk – this could be academic results not meeting expectations, or
- A member of staff become aware (and notifying the welfare officer) that there may be issues affecting the student's progress, personal welfare or family or other issue.

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To ensure that we provide the highest level of support, AIE will refer students to external companies as referral. Please refer to the “Student Support Information” document for further details. Some of these support services may attract additional fees. If this is the case you will be notified of the services to be offered and the fees which you will incur prior to the services being commenced.

Consistency with Training and Assessment Strategies

- Check that support is suitable for:
 - The learning and/or assessment program
 - Where and how the training and assessment takes place (e.g. off the job, in the workplace or by distance delivery)
 - Both new and continuing clients
 - The requirements of the qualification
- Specify in training and assessment strategies what support is to be provided, when and by whom.

Follow Up Support

The student is invited to give feedback on the quality of services provided and raise any concern that might affect them meeting their needs.

This is by way of informal feedback (e.g. face to face discussion with trainer), or formal feedback by way of a Student Questionnaire and the Quality Indicators Learners Questionnaire.

The output of this process is used to either directly address a concern for an individual student and also to feed into the AIE Continuous Improvement process for systemic issues to be addressed and improved.

Notice of Changes

If there is any change to agreed services, including:

- any new third party arrangements
- changes to any existing third party arrangements or
- change in ownership,

the institute will notify students in writing of any such change as soon as practicable but in any event within 10 working days either in writing or via email to the students’ last registered contact details.

Supporting Documents

Student Support Information.

Client Services Policy V2017.1

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Roles and Responsibilities

RTO Manager is responsible.