

### Objective Policy Statement

Rowe Training values lifelong learning and up holds the principles of inclusion and equal opportunity. Each enrolment will be accepted on the student/client meeting prerequisites of the course requirements, meeting funding eligibility, and class size availability.

### Client Focus

Rowe Training & Consultancy conducts an enrolment, induction and orientation process for all of its clients. This program reviews the Code of Practice and also includes:

- language, literacy and numeracy support;
- venue safety and facility arrangements;
- relevant legislative requirements and accessibility;
- review of the training and assessment program and flexible learning and assessment;
- client support, welfare and guidance services arrangements;
- appeals and complaints procedures;
- disciplinary procedures; and
- Recognition arrangements and Credit Transfer.

### Operations

Rowe Training & Consulting maintains and monitors student inductions and solicits ongoing feedback from all its students/clients. In support of our Operational Management Approach and in compliance with VET Quality Framework and SNR Standards 16.1 + 16.3, 23 + 24

### Relevant documents

- Student handbook
- Code of Practice
- Fees Charges & Refunds Policy
- Student Terms & Conditions

All staff are responsible for the maintenance and guidance to implement this policy and the following of relevant flowcharts and procedures including:

- Enquiry Flow Chart
- Enrolment
- Student Induction