

## > Client Service Standards Policy

### Language, Literacy & Numeracy

It is this organisation's policy that the language, literacy and numeracy demands of our training products and services will not be greater than those required in the actual workplace.

We use a pre-training questionnaire and conduct phone interviews with client organisations to identify the needs of participants to ensure that all course materials and assessment tools used:

- > are at a suitable level for the course participants
- > offer the participant's enough practice in the skills they need to develop.

If a participant feels he/she has certain difficulties with language, literacy and/or numeracy skills, informing Chamber of Commerce & Industry Queensland (CCIQ) beforehand by completing the questionnaire is important. This will permit us to address their individual needs during the training program by providing assistance while the task or information is being learnt.

There are a number of adjustments and strategies we can employ to cater for special needs. A few examples might include:

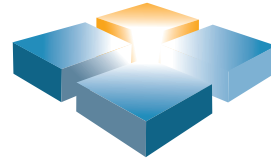
- > using visuals to support written texts
- > writing material in plain English
- > using more signs, pictures and graphics
- > using group exercises
- > providing practical examples
- > avoiding slang or jargon
- > reading questions aloud
- > asking participants to demonstrate skills.

By completing the Language, Literacy & Numeracy Questionnaire and returning it at least one week before the commencement date of the course, CCIQ will be better positioned to ensure that the learning experience received meets the client's particular circumstances.

### Issuance of Qualification

CCIQ has developed service standards to ensure the timely issue of assessment results and qualifications. From the date that a course participant's assessment plan/checklist is signed off by the assessors, thereby acknowledging the completion of all assessment requirements,





our organisation will ensure a turnaround time frame of 21 days at the most for verifying, processing and issuing the relevant statement of attainment or certification.

### General Information & Services

CCIQ will provide accurate, relevant and up-to-date information to clients and course participants prior to enrolment. This information detailing our client services is contained in the Participant's Handbook and includes:

- > the vocational education and training system in Australia (Australian Quality Training Framework)
- > information on competency based training
- > competencies and learning outcomes to be achieved by participants
- > qualification outcomes
- > recognition of current competence
- > language, literacy and numeracy needs
- > turnaround time frame for issuing qualifications and/or statement of attainment
- > copy of the Code of Practice
- > admission procedures and criteria
- > total costs or fees to the clients/course participants
- > copy of the refund policy
- > assessment procedures
- > appeal procedure
- > facilities and equipment.

