



## CLIENT CODE OF CONDUCT AND INFORMATION BRIEF LANGUAGE, LITERACY AND NUMERACY PROGRAM (LLNP) 2010-13

### **PURPOSE**

This document is designed to help make your participation in the LLNP as effective as possible. Good luck and enjoy the Program!

### **YOUR TRAINING PLAN**

Before commencing training you are to:

- 1) Agree on your Individual Training Plan (ITP) with the assessor.
- 2) Agree how many hours a week you will attend.
- 3) Agree what Learning Outcomes you hope to achieve during the block of training hours.

### **ATTENDANCE**

You are expected to attend all training sessions each week and complete the block of training.

- a) If you are sick or cannot attend, tell your teacher in advance or as soon as possible.
- b) If you are sick, provide a medical certificate to your Provider.
- 1) You need to maintain a weekly **classroom** attendance rate of at least 80% of training hours to stay enrolled.
- 2) If you are studying **distance mode**, you need to complete all your work and submit it to your teacher. All work counts towards attendance hours. Your teacher can explain further how attendance is counted. You need to maintain a weekly attendance rate of 80%.
  - a) Work you do not complete will count as absences.
  - b) If you are sick or cannot complete your work by the set date, tell your teacher and complete the work by the agreed revised date. Then submit it so that you keep your 80% attendance rate.
- 3) In circumstances where you are finding it hard to attend or complete all your work within deadlines you may have your training hours adjusted downwards.
- 4) In circumstances when there is a **good reason** why you will not be able to attend training, your Provider may agree to **suspend** your training for up to four weeks.
  - a) You must return to training by the agreed date.
- 5) Where frequent or long time absences from training occur, and your teacher considers that your absence affects your chances of successfully completing training, your enrolment will be **withdrawn** or **terminated**.

### **COMPLETING YOUR BLOCK OF TRAINING HOURS AND STARTING ANOTHER BLOCK**

- 1) You will receive a Block Exit Statement (BES) when you exit training from your Provider.
- 2) Your BES will contain information on:
  - a) Your attendance.

- b) The Learning Outcomes you have achieved.
  - c) Your status on-exit (completed, withdrawn, terminated, transferred).
- 3) You may access further blocks of training hours if:
- a) You have made satisfactory progress.
  - b) You have attended diligently.
  - c) You need more training.

**PARTICIPATION AND BEHAVIOUR**

- 1) You must work co-operatively with your teacher and with other participants so that you can all improve your LLN skills.
- 2) To succeed, you need to:
  - a) Be an active learner and participate in class.
  - b) Be punctual and do your homework.
  - c) Be courteous.
- 3) You must not be disruptive or make it hard for other people to learn. You must:
  - a) Comply with all reasonable directions given by your teacher.
  - b) Take care of the teacher's equipment and respect other participants' property.
  - c) Not use the email or internet to gamble or look at pornography.
- 4) You should talk to your teacher, Guidance Officer, Counsellor, or Centrelink and/or Job Services Australia provider if you are having problems.
- 5) If you fail to meet your attendance obligations, you will be reported to your Referring Agency (RA).

**CONTINUED POOR BEHAVIOUR**

If your teacher has to speak to you about your conduct or lack of work more than once, then s/he is required to write you a letter giving you a formal warning. This letter goes on your file. If s/he has to speak to you again, your enrolment may be terminated.

**WITHDRAWAL FROM TRAINING OR TERMINATION**

If you withdraw from training, discontinue training, or if your enrolment is terminated, the Provider is required to advise Centrelink and/or Job Services Australia provider. If this happens, your benefits may be reduced.

I agree to abide by the Client Code of Conduct.

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*(Signature of participant)*

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*(Date)*

If the above information was read to you, please indicate the person who assisted you.

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*(Name)*

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*(Relationship)*