Outcomes for Clients Policy

Learning strategies shall be designed to cover a range of approaches to meet the needs of diverse clients. The outcomes for our clients will be assured by practices inclusive learning strategies and developing required processes.

**Inclusive learning strategies will include:**

- grouping units of competency into integrated learning and assessment strategies
- developing flexible training programs, such as self-paced, while building in the additional support which may be needed by some learners
- identifying a range of gender and cultural issues without stereotyping students
- developing training programs which can be delivered both on and off the job
- using appropriate examples in materials that relate to the experiences of a range of learners
- supporting appropriate use of technology and providing guidance on the use of new technology
- using case studies or anecdotes of a range that learners working successfully in the industry will understand
- bridging targeted access training to Training Package qualifications
- using diverse examples which recognise the different contexts in which certain groups learn
- developing practical examples that customise and benefit the application of the concept of reasonable adjustment

**Developing processes to be able to:**

- determine the best approaches for meeting the particular needs of the Training Package user or groups including equity groups
- determine strategies to reach users of the Training Package
- identify the level of detail and direction to be included in the professional development of materials for Training Package
- respond quickly to changes in ASQA VET Quality Framework policy and practices and/or new or revised Training Packages that may help the client

Signed: 

Michael Gray  
CEO / Director  

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