



S6 Client Discipline and Dismissal Procedure

These are the procedures relating to the disciplining and dismissal of clients for inappropriate behaviour during their attendance at Learning Systems Australia Pty Ltd programs or courses.

Preamble

Client Conduct

Clients are expected to display a high level of personal responsibility for their learning process and for their interaction with staff members and other clients.

Anyone displaying inappropriate or dangerous behaviour, (e.g. disruptive class behaviour, refusal to follow OH&S procedures, irregular attendance) will be required to attend a disciplinary meeting to discuss the necessary changes they need to make. If these changes are not implemented, the client may be dismissed from the course.

Attendance

Training programs may challenge clients' resolve and endurance. They are fundamentally practical, vocationally orientated courses requiring a steadfast commitment. Therefore regular and punctual attendance at classes is **essential** for successful completion of the course.

Clients who do not display regular attendance at their course will be required to attend a disciplinary meeting. If a client's attendance in any modules falls below 90% they may be ineligible for a pass in that subject.

In the event of extended absence due to ill health or personal reasons, clients will need to discuss their position with the Chief Executive Officer.

Procedures

- Investigate incident of client misconduct and/or poor attendance
- Document details of misconduct and/or poor attendance including:
 - date, time and location of incident(s)
 - the actual behaviour(s)
 - witness statements
 - effects on other clients, staff or clients
 - prior discussions about the problem
- Arrange disciplinary interview with client concerned as soon as possible after the incident
- Advise client that they may have a third party present during the interview
- Discuss the incident with client to ascertain the following:
 - client's view of incident including extenuating circumstances
 - client's view of the consequences and effects of their action
 - client's thoughts and feelings about their future behaviour
- Negotiate an agreed plan of action and time scale for review for necessary behaviour change on the part of the client
- Advise client of consequences if plan of action is not followed
- Record details of disciplinary interview and action plan.
- Obtain client's signature on record of interview and action plan
- Provide client with a copy of the document.
- Provide following corrective measures if behaviour continues:
 - oral warning (or counselling)
 - dismissal
- Use the following guidelines during dismissal proceedings:
 - focus on the dismissal and it's causes
 - present an objective, straightforward and firm decision
 - hold a brief, businesslike and private interview
 - avoid personal accusations and feelings
 - provide information on course fee refund if relevant
 - provide client with Statement of Attainment qualifications if applicable.
- Record details of every step in disciplinary action
- File documentation in client's file.

Policies influencing this procedure:

[S2.08](#) Occupational Health & Safety Policy

[S6.15](#) Client Services Policy

[S9.20](#) Service Delivery Policy

Code of Practice

Other procedures influencing this procedure:

[S2](#) OH & S procedures

Review Date

This procedure should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed 5 yrs. The date for review of this procedure is on or before December 2026.

Authorised By

Signature:

Name: Wayne Smith

Position: Chief Executive Officer of Learning Systems Australia Pty Ltd

Date: