Assessing Clients needs

1. INTRODUCTION

The purpose of this policy is to ensure that all course inquiries by prospective clients will be recorded and filed in the appropriate month section of the Prospective Client Folder. This folder will include all course inquiries regardless if the client was enrolled or not.

2. POLICY

2.1 There are two forms of inquiry. These are Personal Inquiry and Telephone Inquiry;

2.1.1 An appropriate time will be arranged with the Tutor to meet with the client to discuss the course in full and assess any needs of the client

2.1.2 The Administrator will ensure all required paper work is completed by the client, forwarded to the appropriate agencies and filed in the appropriate folders

2.2 Six Monthly reviews will be undertaken to identify any trends such as;

2.2.1 Client Interests

2.2.2 Client and Community knowledge of *Organisation*

2.2.3 Client expectation of achievement

2.2.4 Peak enquiry months of the year

2.2.5 Comparison of clients' initial inquiry, course enrolled on, and time completed on the course

2.2.6 Prospect of providing optional courses to meet the needs of the community

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Review Schedule

Ist Review	2nd Review
May	November

2.3 All data will be collated and filed in the pre-planning section of the Planning folder held in the Administration Office.

3 RESPONSIBILITY

3.1 The administrator is responsible for conducting all initial interviews and will record and provide all information of the Prospective client interview form

4 COMPLIANCE

4.1

5 REFERENCES

5.1