



## **Termination of Tuition/Services due to Unacceptable Behaviour**

At the commencement of a program or service, participants are informed of the standards of behaviour and the expectations of students and trainees during the course. Lifeline Australia will terminate tuition or services if it is demonstrated that an individual's behaviour is affecting the performance or delivery of the program or service.

### **Termination Procedure**

Centres will have local procedures in place which reflect the following

- Trainer will talk to the individual regarding the course/service expectations.
- Depending on the level of concern there will be either;
  - Instant dismissalor
  - A verbal warning regarding behaviour and the possibility of termination.
  - A written warning issued.
  - Termination of tuition/service.

There is always an opportunity for the person to follow the complaints & appeals procedure.