

An example of what to expect in your Associate Program.

Subject to change depending on your needs.

Introduction

A great time for us to connect through open discussions, find out all about your business and what support is required. We can then tailor the package to suit what your looking for and start setting goals!

Self Assessment

Self-assessment is a great tool to get on board with. We have a purpose-built self-assessment document to work through, which provides a huge amount of information to inform your ongoing strategy plan and future actions.

Strategy session and feedback

This is the best bit...let's put together some solid strategies of how you are going to reach your goals. The plan will be extremely detailed with a step by step guide of what you wish to achieve and how you are going to get there.

Compliance visit

This visit will take most of the day with your advisor present your service, sighting documentation, checking equipment and signage and ensuring all elements of the National Regulations and Law are being adhered to. This is a great opportunity to have a fresh pair of eyes across everything and your advisor will provide a full report and detailed action plan.

Educational leader discussion and guidance

This is a supportive discussion with the Educational Leader to ensure they have a full understanding of their role, documentation and ideas for development of their team. Anyone can be present, however the focus is with the Educational Leader and the support they require.

Final report

You will be issued with a final report when your contract ceases with Haven Education. This report belongs to you and will have details of all interactions with your advisor along with any advice, guidance, and feedback that has been offered. The report will be discussed with you and your feedback is welcomed.

We stay in touch

You will then have a complimentary contract with us for 4 weeks which includes unlimited emails and a 30-minute video call on week 4 to see how you are going.

QIP and Policy's review

Reviewing your QIP is a great starting point to see how you and your team are developing, and it's ok if that is at the beginning. We will also take a look at documentation and carry out several audits to ensure all information is where it needs to be.

Review previous A&R report

This is a great opportunity to see what the service has been previously rated and why. We will not use this as a stand alone piece of information but it may offer some great insights and give us a starting point to work from.

Regular contact

Throughout this whole process you will have unlimited email contact with your advisor and regular phone and zoom contact.

Program review/audit

This is a great opportunity to allow your advisor to do a full audit of your program, whether it be paper-based or online. There will be lots of discussions, advice, guidance and feedback available following this audit

Tailored training offered to the team

When the time is right, we will tailor some training to suit the needs of your team.

Mock A&R visit

This is an excellent opportunity to engage in an authentic mock A&R carried out by an experienced former Authorised Officer. Your advisor will ensure a positive experience as they carry out their visit, offering tips and ideas along the way. You will receive a full report and action plan with time for discussions to mirror a genuine visit. These discussions can also be tailored to allow you to challenge yourself and your team if you wish, depending on your goals. A great experience and lots of opportunity to ask questions.