

## ACTIVITY 1.1

### (ELO3 AC1-2; ELO2 AC1-2)

BUSINESS NAME :

NAME OF CEO :

### BUSINESS PLAN :

NAME OF THE BUSINESS :

REGISTRATION NUMBER :

ADDRESS :

TELEPHONE NUMBER :

WHAT AM I GOING TO PROVIDE :

WHO IS MY TARGET MARKET :

HOW WILL I GET MY CUSTOMERS :

## ACTIVITY 1.1

### (ELO3 AC1-2; ELO2 AC1-2)

MONTHLY VARIABLE COSTS :

COST PER MONTH :

TOTAL MONTHLY VARIABLE COSTS :

WEEKLY VARIABLE COSTS :

( MONTHLY VARIABLE COSTS DIVIDED BY 4 = )

HOW MUCH I WANT TO EARN PER MONTH :

MONTHLY SALES TARGET :

MONTHLY FIXED COSTS :

R

MONTHLY VARIABLE COSTS :

R

MONTHLY EARNINGS :

R

TOTAL MONTHLY SALES TARGET :

R

## ACTIVITY 1.1

### (ELO3 AC1-2; ELO2 AC1-2)

WHERE IS MY BUSINESS LOCATED :

EQUIPMENT I WILL NEED FOR MY BUSINESS : COST PER MONTH :

TOTAL COST OF EQUIPMENT :

MONTHLY FIXED COST : COST PER MONTH :

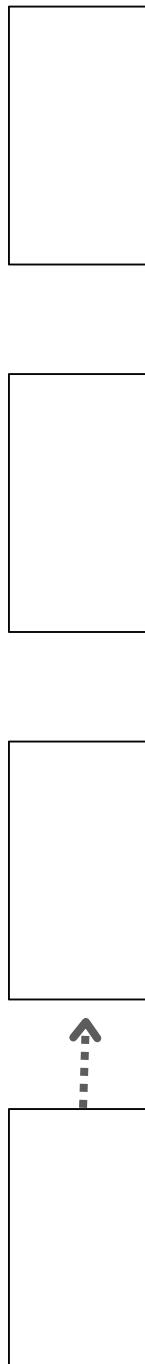
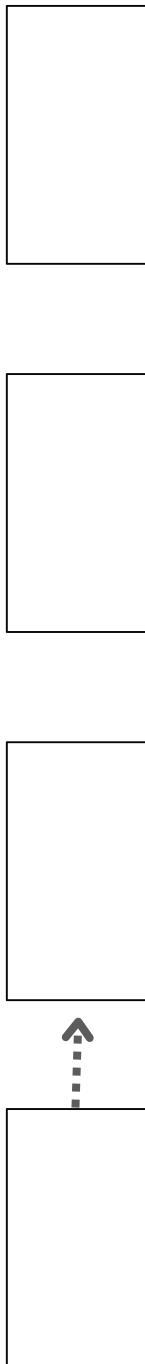
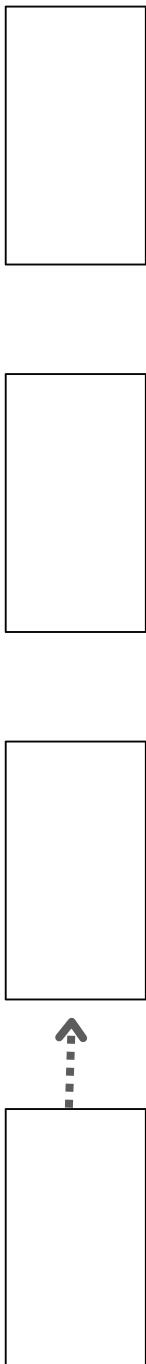
TOTAL MONTHLY FIXED COSTS :

## ACTIVITY 1.1 (ELO3 AC1-3)

MARKETING PLAN FOR :

OBJECTIVES : STRATEGIES : ACTION PLAN :

MEASUREMENT :



**ACTIVITY 1.2**  
**(ELO1 AC1-2; ELO5 AC1-2, 4-5)**

**CASH FLOW STATEMENT :**

OPERATING ACTIVITIES:	
NET FLOW FROM OPERATING ACTIVITIES :	
INVESTING ACTIVITIES :	
NET FLOW FROM INVESTING ACTIVITIES :	

**ACTIVITY 1.2**  
**(ELO1 AC1-2; ELO5 AC1-2, 4-5)**

INCOME + EXPENSE TRACKER

MONTH	INCOME	EXPENSES	BALANCE
JANUARY			
FEBRUARY			
MARCH			
APRIL			
MAY			
JUNE			
JULY			
AUGUST			
SEPTEMBER			
OCTOBER			
NOVEMBER			
DECEMBER			
TOTAL			

**ACTIVITY 1.2**  
**(ELO1 AC1-2; ELO5 AC1-2, 4-5)**

ATTACH ANY  
RELEVANT BANKING  
STATEMENTS HERE.

## ACTIVITY 1.3

### (ELO1 AC1-2; ELO5 AC3)

FINANCING THAT WAS REQUIRED FOR MY BUSINESS:

( ATTATCH THE DOCUMENTATION REQUIRED FOR THE PROCESS )

HOW I PLAN ON REPAYING THE FINANCE :

( ATTATCH COPIES OF STATEMENTS FOR PROOF )

HOW I FUNDED MY BUSINESS WITHOUT FINANCING :

## ACTIVITY 1.3

### (ELO1 AC1-2; ELO5 AC3)

CAPITAL THAT WAS REQUIRED TO START MY BUSINESS :

WHERE I GOT MY START UP CAPITAL FROM :

## ACTIVITY 1.4 (ELQ5, AC2)

## COSTING SHEET FOR SERVICE OR PRODUCT PROVIDED

**ACTIVITY 1.5**  
**(ELO2, AC3)**

ATTACH ANY  
RELEVANT LEGAL FORMS  
AND REPORTS USED TO  
OPEN MY BUSINESS  
HERE.

## ACTIVITY 2.1

### (ELO2 AC1-2; ELO6 AC1-6)

INTRODUCTION :

KEY ACTIVITIES IN OPERATIONS :

1.SERVICE DELIVERY

2.CUSTOMER RELATIONSHIP MANAGEMENT

3.INVENTORY MANAGEMENT

## ACTIVITY 2.1

### (ELO2 AC1-2; ELO6 AC1-6)

.....  
.....  
.....  
.....  
.....  
**4.MARKETING AND PROMOTIONS**  
.....  
.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
.....  
**5.FINANCIAL MANAGEMENT**  
.....  
.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
.....  
**6.STAFF TRAINING AND MANAGEMENT**  
.....  
.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
.....  
**7.HEALTH AND SAFETY COMPLIANCE**  
.....  
.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
.....  
**MY ROLE AS A MANAGER:**  
.....  
.....  
.....  
.....  
.....

## ACTIVITY 2.1 (ELO2 AC1-2; ELO6 AC1-6)

## UNDERSTANDING BUSINESS GROWTH :

### 1. SERVICE QUALITY

## 2.FINANCIAL HEALTH

### 3. MARKET TRENDS

#### 4. EMPLOYEE PERFORMANCE

## CONCLUSION:

**ACTIVITY 2.1**  
**(ELO4 C5)**

ATTATCH A COPY OF MY  
BUSINESSES HEALTH  
AND SAFETY POLICIES  
HERE.

## **ACTIVITY 2.1 (ELO3 AC3)**

PAST AND FUTURE MARKETING ACTIVITIES THAT HELP GROW MY BUSINESS :

**1.SOCIAL MEDIA MARKETING**

**2.WEBSITE AND ONLINE LISTING**

**3.REFERRAL PROGRAMS**

**4.EMAIL MARKETING**

**5.COMMUNITY ENGAGEMENT**

## **ACTIVITY 2.1 (ELO3 AC3)**

**6.UPSELLING AND CROSS SELLING**

**7.LOYALTY PROGRAMS**

**8.PROMOTIONAL CAMPAIGNS**

**9.CLIENT FEEDBACK AND ADAPTION**

**CONCLUSION :**

**ACTIVITY 3.1  
(ELO4 AC3)**

ATTATCH OBTAINED  
TENDER DOCUMENT  
HERE.

## ACTIVITY 3.1 (ELO4 AC3)

HAVE ANY BIDDERS MEETING HAVE BEEN SCHEDULED?

.....

.....

.....

.....

IF SO, WHEN AND WHERE?

.....

.....

.....

.....

WHICH PRODUCTS OR SERVICES ARE REQUIRED?

.....

.....

.....

.....

WHAT ARE THE DETAILS OF THESE PRODUCTS AND SERVICES?

.....

.....

.....

.....

LIST TENDER DOCUMENT REQUIREMENTS :

.....

.....

.....

.....

## ACTIVITY 3.1 (EL04 AC3)

## WILL I BE ABLE TO COMPLY?

## ACTIVITY 3.2 (EL05 AC2)

## COSTING IN TERMS OF TENDER TO DETERMINE AFFORDABILITY

10% PROFIT MARKUP ADDED.

## ACTIVITY 3.3 (ELO4, AC3)

FORMS REQUIRED TO COMPLETE TENDER :

START AND END DATE OF TENDER :

PLACE OF DELIVERY FOR SERVICE :

WHEN AND WHERE TENDER MUST BE SUBMITTED :

HOW I SUBMITTED THE TENDER DOCUMENT :

ACTIVITY 3.3  
(ELO4, AC3)

ATTACH COMPLETED  
TENDER DOCUMENT  
AND RELEVANT FORMS  
HERE.

ACTIVITY 3.4  
(ELO4 AC2)

# ORDER FORM

DATE : \_\_\_\_\_

SHIPPING DETAIL

NAME : \_\_\_\_\_

SHIPPING METHOD :

PHONE : \_\_\_\_\_

DATE SHIPPED :

ADDRESS : \_\_\_\_\_

TRACKING :

ITEM	QTY	PRICE	TOTAL

NOTES

SUBTOTAL : \_\_\_\_\_

DISCOUNT : \_\_\_\_\_

TAXES : \_\_\_\_\_

SHIPPING : \_\_\_\_\_

TOTAL : \_\_\_\_\_

## ACTIVITY 3.4 (EL04 AC2)

## PRODUCT INVENTORY

ACTIVITY 3.4  
(ELO4 AC2)

# INVOICE

YOUR COMPANY'S  
LOGO GOES HERE

**INVOICE NR:**

**DATE:**

**DUE DATE:**

**BILL TO:**

**PAYABLE TO:**

<b>NO.</b>	<b>PRODUCT</b>	<b>QTY</b>	<b>PRICE</b>	<b>TOTAL</b>
1.				
2.				
3.				
4.				

<b>NO.</b>	<b>PRODUCT</b>	<b>QTY</b>	<b>PRICE</b>	<b>TOTAL</b>
1.				
2.				
3.				
4.				

**subtotal:**

**discount:**

**taxes (VAT 15%):**

**TOTAL AMOUNT:**

**BANK NAME:**

**ACCOUNT:**

customer name

**THANK YOU FOR YOUR PURCHASE**

## ACTIVITY 3.4 (ELO4 AC2)

Company Name

Quote to:

Date quotation was given:

Date quote is valid until:

DESCRIPTION	NO.	PRICE	TOTAL
-------------	-----	-------	-------

Description of Product/Service

Description of Product/Service
--------------------------------

Description of Product/Service

Description of Product/Service
--------------------------------

Description of Product/Service

SUBTOTAL
----------

TAX

**TOTAL**

*Thank you for your business.*

COMPANY NAME	NUMBER
WEBSITE	
EMAIL	

ADDRESS

## ACTIVITY 3.7 (ELO4 AC6)

## CONTRACT ACTION PLAN

ACTION/ TASK	COMPLETE DATE	PERSON RESPONSIBLE	STATUS OF TASK	ADDITIONAL COMMENTS

ACTIVITY 3.7  
(ELO4 AC6)

## Control Chart

Company Name

DAY OF THE WEEK



MONTHS WORK WAS COMPLETED

## ACTIVITY 3.7 (ELO4 AC6)

## RISK ASSESSMENT

## ACTIVITY 3.7 (EL04 AC6)

## RISK CONTROL SHEET

## ACTIVITY 3.7 (ELO4 AC6)

SUMMARY OF THE DISPUTE MANAGEMENT PROCEDURE

WHO THE MEDIATOR WILL BE IF AN AGREEMENT CANNOT BE SETTLED ON

FOLLOWING IS AN  
OUTLINE OF HOW YOU  
CAN GO ABOUT  
ANSWERING ACTIVITY  
3.8 (ELO4 AC3)

## COMMUNITY PROJECT DESCRIPTION AND DISPUTE RESOLUTION MEETING.

I VOLUNTEERED AT (NAME OF COMMUNITY PROJECT HERE) SPECIFICALLY ITS HOUSING PROJECT, WHICH OFFERS HOUSING AND MENTORSHIP TO STUDENTS RECEIVING UNIVERSITY FUNDING . THE PROJECT AIMS TO PROVIDE A SAFE LIVING ENVIRONMENT AND MENTORSHIP, HELPING STUDENTS FOCUS ON THEIR STUDIES WHILE DEVELOPING ESSENTIAL LIFE SKILLS.

DISPUTE : A STUDENT, (INSERT NAME HERE) BROKE THE CODE OF CONDUCT BY INVITING GUESTS LATE AT NIGHT, CAUSING DISTURBANCES,AND CREATING UNSAFE CONDITIONS, INCLUDING MISSING ITEMS AND ALCOHOL ABUSE. AFTER MULTIPLE WARNINGS AND OFFERS OF MEDIATION AND COUNSELING, (INSERT NAME HERE) CHOSE TO LEAVE THE HOUSE.

### MEETING MINUTES OUTLINE: DATE:

ATTENDEES: (INSERT NAME HERE)(PROJECT MANAGER), (INSERT NAME HERE) (STUDENT RELATIONS), (INSERT NAME HERE) (FINANCE), (INSERT NAME HERE)(STUDENT), (INSERT NAME HERE) (VOLUNTEER / NEGOTIATOR).

DISCUSSION POINTS : (INSERT NAME HERE) VIOLATED THE CODE OF CONDUCT BY REPEATEDLY BRINGING GUESTS WHO DISTURBED OTHER HOUSE MEMBERS.

THREE WARNINGS WERE ISSUED, AND SEVERAL RECONCILIATION MEETINGS WITH (PROJECT MANAGER AND STUDENT RELATIONS).

MEDIATION AND COUNSELING WERE OFFERED BUT NOT ACCEPTED. (INSERT NAME HERE) CHOSE TO LEAVE THE HOUSE VOLUNTARILY, ACKNOWLEDGING HIS MISTAKES.

RESOLUTION : ( INSERT NAME HERE) HOUSING WAS TERMINATED, BUT HIS UNIVERSITY FUNDING FOR THE YEAR WILL CONTINUE.

(NAME OF COMMUNITY PROJECT) HOLDS DISCRETION TO DECIDE ON NEXT YEARS FUNDING.

OUTCOME: ALL PARTIES SIGNED THE MINUTES, CONFIMING THE SOLUTION.

MEETING MINUTES: (NAME OF COMMUNITY PROJECT)  
DATE :

ATTENDEES: (INSERT NAME HERE)(PROJECT MANAGER),  
(INSERT NAME HERE) (STUDENT RELATIONS), (INSERT NAME HERE) (FINANCE), (INSERT NAME HERE)(STUDENT),  
(INSERT NAME HERE) (VOLUNTEER / NEGOTIATOR).

AGENDA: DISCUSSION OF (INSERT NAME HERE) BREACH OF THE (NAME OF COMMUNITY PROJECT) CODE OF CONDUCT AND RESOLUTION OF THE DISPUTE.

#### DISCUSSION POINTS:

1. VIOLATION OF CODE OF CONDUCT: (INSERT NAME HERE) REPEATEDLY BROUGHT GUESTS INTO THE HOUSE LATE OT NIGHT WHICH DISTURBED OTHER STUDENTS. DISRUPTIONS INCLUDED EXCESSIVE NOISE, INDIVIDUALS ENTERING PRIVATE ROOMS, MISSING ITEMS AND ALCOHOL ABUSE. THESE ACTIONS CREATED AN UNSAFE ENVIROMENT FOR OTHERS IN THE HOUSE.

2. WARNINGS AND MEETINGS: (INSERT NAME HERE) WAS ISSUED THREE FORMAL WRITTEN WARNINGS REGARDING HIS BEHAVIOR.

SEVERAL RECONCILIATION MEETINGS WERE HELD BETWEEN (INSERT NAME HERE)(PROJECT MANAGER), (INSERT NAME HERE) (STUDENT RELATIONS), (INSERT NAME HERE) (STUDENT) TO ADDRESS THE ISSUES AND FIND A RESOLUTION.

3. OFFER OF COUNSELING AND MEDIATION: COUNSELING AND MEDIATION WERE OFFERED TO (INSERT NAME HERE) TO-RESOLVE THE ISSUES AND PROVIDE SUPPORT. DESPITE CLEAR COMMUNICATION, (INSERT NAME HERE) CHOSE NOT TO PARTICIPATE IN MEDIATION OR COUNSELING.

4. VOLUNTARY DECISION TO LEAVE:  
AFTER DISCUSSIONS AND REFLECTION, (INSERT NAME HERE) DECIDED TO VOLUNTARILY LEAVE THE HOUSE, ACKNOWLEDGING HIS BEHAVIOR AND UNDERSTANDING THE CONSEQUENCES.  
(INSERT NAME HERE) EXPRESSED THAT HE NO LONGER WISHED TO FOLLOW THE HOUSES CODE OF CONDUCT AND PREFERRED TO RETURN TO LIVE WITH HIS FAMILY.

RESOLUTION:(INSERT NAME HERE) HOUSING ARRANGEMENT AT THE HOUSE HAS BEEN TERMINATED EFFECTIVE IMMEDIATELY.

UNIVERSITY FUNDING: WILL CONTINUE TO FUND (INSERT NAME HERE) UNIVERSITY TUITION FOR THE REMAINDER OF THE YEAR AS PER-THE ORIGINAL AGREEMENT. HOWEVER, (COMMUNITY PROJECT NAME HERE) RESERVES THE RIGHT TO REVIEW AND DECIDE ON FUTURE FUNDING FOR THE FOLLOWING YEAR, BASED ON (INSERT NAME HERE) COMPLIANCE AND BEHAVIOUR MOVING FORWARD.

#### OUTCOME :

THE MEETING CONCLUDED ON AMICABLE TERMS, WITH ALL PARTIES IN AGREEMENT.

THERE IS NO HARSH FEELINGS BETWEEN (INSERT NAME HERE) AND (COMMUNITY PROJECT NAME HERE ) AND (INSERT NAME HERE) IS WELCOME TO VISIT THE HOUSE AT ANY TIME AS A GUEST.

ALL PARTIES PRESENT SIGNED THE MINUTES TO CONFIRM  
THEIR UNDERSTANDING AND ACCEPTANCE OF THE  
RESOLUTION.

SIGNATURES:

(PROJECT MANAGER)  
(STUDENT RELATIONS)  
(FINANCE)  
( STUDENT)  
(VOLUNTEER (NEGOTIATOR))

MEETING ADJOURNED: (37 MINUTES)

THESE MINUTES REFLECT THE OUTCOME OF THE  
DISCUSSION AND ACTIONS TAKEN TO RESOLVE THE  
DISPUTE.

## CONTRACT CLOSE OUT

THE CONTRACT BETWEEN (INSERT NAME HERE) AND (INSERT COMMUNITY PROJECT NAME HERE), REGARDING HIS STAY AT THE HOUSE, WAS OFFICIALLY CLOSED FOLLOWING HIS VOLUNTARY DEPARTURE. THE TERMS OF THE CONTRACT WERE REVIEWED, AND THE DECISION TO LEAVE WAS IN LINE WITH THE BREACH OF CONDUCT. HIS UNIVERSITY FUNDING WILL REMAIN ACTIVE FOR THE REST OF THE YEAR, IN LINE WITH THE ORIGINAL CONTRACT TERMS.

I FEEL THAT I PLAYED A KEY ROLE IN HELPING TO ENSURE A SMOOTH AND PROFESSIONAL CLOSE OUT OF THE CONTRACT BETWEEN BOTH PARTIES REGARDING (INSERT NAME HERE) STAY AT THE HOUSE.

MY CONTRIBUTIONS WERE INTEGRAL IN MULTIPLE ASPECTS:

1. CONTRACT REVIEW: I ASSISTED IN REVIEWING THE TERMS OF THE CONTRACT SIGNED BETWEEN BOTH PARTIES (REFER TO EXTRACT A). I METICULOUSLY CROSS-REFERENCED THE BREACHES IN (INSERT NAME HERE) BEHAVIOUR WITH THE CLAUSES IN THE CONTRACT TO ENSURE THAT ALL ACTIONS TAKEN WERE FULLY IN LINE WITH THE AGREED-UPON TERMS. THIS INCLUDED ANALYZING THE CODE OF CONDUCT VIOLATIONS, PARTICULARLY AROUND GUEST DISTURBANCES, ALCOHOL ABUSE AND SAFETY CONCERNs WITHIN THE HOUSE, AND ENSURING THESE BREACHES JUSTIFIED THE CONTRACT TERMINATION.

2. COMMUNICATION FACILITATION: THROUGHOUT THE PROCESS I ACTED AS A LIAISON BETWEEN BOTH PARTIES, ENSURING CLEAR AND OPEN COMMUNICATION.

I HELPED (INSERT NAME HERE) UNDERSTAND THE IMPLICATIONS OF HIS ACTIONS AND THE CONSEQUENCES AS OUTLINED IN THE CONTRACT. I MADE SURE THAT (INSERT NAME HERE) WAS FULLY INFORMED ABOUT THE PROCESS AND THAT HIS DECISION TO LEAVE WAS VOLUNTARY, ALIGNING WITH THE TERMINATION TERMS RATHER THAN BEING FORCED UPON HIM

3. COUNSELING AND MEDIATION ASSISTANCE: I PLAYED A SUPPORTIVE ROLE IN OFFENNG MEDIATION AND COUNSELING,ENSURING THAT ALL OPTIONS WERE MADE CLEAR. WHEN (INSERT NAME HERE) OPTED NOT TO PURSUE MEDIATION, I ASSISTED IN DOCUMENTING THE OFFERS AND COMMUNICATIONS TO-ENSURE TRANSPARENCY IN THE PROCESS. THIS ALSO ENSURED THAT THE (INSERT COMMUNITY PROJECT NAME HERE) HAD FULLY ADHERED TO THEIR COMMITMENT TO PROVIDING SUPPORT BEFORE MOVING TOWARDS CONTRACT TERMINATION.

4. UNIVERSITY FUNDING ASSURANCE: ONE CRITICAL PART OF THE CLOSE OUT INVOLVED ENSURING THAT (INSERT NAME HERE) UNIVERSITY FUNDING WOULD REMAIN ACTIVE FOR THE REMAINDER OF THE ACADEMIC YEAR, AS PROMISED IN THE CONTRACT. I WORKED CLOSELY WITH (FINANCE MANAGER), THE HEAD-OF FINANCE, TO ENSURE THAT THE FINANCIAL ASPECTS WERE CORRECTLY HANDLED. THIS INCLUDED THE CONFIRMING THAT TUITION WOULD CONTINUE TO BE PAID FOR THE YEAR, WHILE ALSO NOTING THAT (COMMUNITY PROJECT NAME) RETAINED DISCRETION TO REVIEW NEXT YEARS FUNDING.

5. FINAL DOCUMENTATION AND SIGNATURES HELPED PREPARE THE FINAL DOCUMENTATION THAT OFFICIALLY CLOSED OUT THE CONTRACT, INCLUDING THE MINUTES OF THE MEETINGS, WRITTEN WARNINGS AND THE SIGNED AGREEMENT BY ALL PARTIES. I ENSURED THAT EVERYTHING WAS DOCUMENTED IN ACCORDANCE WITH LEGAL AND ADMINISTRATIVE STANDARDS FINALISING THE CONTRACTS TERMINATION .

6. POSITIVE EXIT AND RELATIONSHIP MAINTENANCE: I FACILITATED THE AMICABLE EXIT PROCESS FOR (INSERT NAME HERE) ,ENSURING THAT THERE WERE NO HARSH FEELINGS AND THAT THE RELATIONSHIP BETWEEN BOTH PARTIES REMAINED POSITIVE. THIS INCLUDED ENSURING THAT THE OPTION FOR(INSERT NAME HERE) TO VISIT THE HOUSE WAS KEPT OPEN, WHICH HELPED MAINTAIN GOODWILL DESPITE THE TERMINATION OF HIS HOUSING AGREEMENT.

IN SUMMARY, MY ROLE WAS CRUCIAL IN ENSURING THAT THE CONTRACT CLOSEOUT WAS HANDLED IN A FAIR AND TRANSPARENT, PROFESSIONAL MANNER, WITH ALL TERMS REVIEWED AND ADHERED TO WHILE MAINTAINING A POSITIVE RELATIONSHIP BETWEEN ALL PARTIES INVOLVED.

EVALUATION OF WORK AND PERFORMANCE:

I PARTICIPATED IN THE DISPUTE RESOLUTION PROCESS  
AND ASSISTED IN CONTRACT CLOSURE. MY  
PERFORMANCE WAS EVALUATED BY THE PROJECT MANGER,  
AS HIGHLY EFFECTIVE. I DEMONSTRATED  
PROFESSIONALISM IN MANAGING DISCUSSIONS AND  
ENSURING ALL VOICES WERE HEARD WHICH LEAD TO  
CONTRIBUTING TO AN AMICABLE RESOLUTION.

PLEASE SEE ATTACHED EVIDENCE.

ATTATCH A REPORT OF  
AN EVALUATION DONE  
ON WORK AND  
PERFORMANCE SIGNED  
BY PROJECT MANAGER.

## CONTRACT TERMINATION TERMS:

THE CONTRACT TERMS FROM (INSERT COMMUNITY PROJECT NAME HERE) CODE OF CONDUCT CLEARLY ALLOW FOR TERMINATION IF A STUDENT VIOLATES AGREED-UPON RULES. IN (INSERT NAME HERE) CASE, HIS ACTIONS CONSTITUTED SEVERAL BREACHES OF THIS CONTRACT, SPECIFICALLY VIOLATING PROVISIONS RELATED TO GOOD HABITATION WITH HOUSE MEMBERS AND RESPONSIBLE SUBSTANCE USE.

### BREACHES IDENTIFIED:

#### 1. GENERAL GOOD HABITATION WITH HOUSE MEMBERS:

DISRUPTION OF QUIET HOURS: (INSERT NAME HERE) REPEATEDLY HOSTED GUESTS LATE AT NIGHT, VIOLATING THE AGREED QUIET HOURS. THIS DISTURBED THE OTHER STUDENTS' ABILITY TO REST AND MAINTAIN A PEACEFUL ATMOSPHERE, WHICH IS ESSENTIAL FOR FOSTERING HARMONY IN SHARED LIVING SPACES.

INVASION OF PRIVACY: SOME OF THE STUDENTS' GUESTS ENTERED OTHER STUDENTS' PERSONAL ROOMS WITHOUT PERMISSION, MAKING THEM FEEL UNSAFE. THIS WAS A DIRECT VIOLATION OF THE PRINCIPLE OF RESPECTING PRIVACY, A KEY PART OF THE GENERAL GOOD HABITATION CLAUSE.

MISSING ITEMS AND SAFETY CONCERN: THE PRESENCE OF THE STUDENTS' GUESTS RESULTED IN MISSING ITEMS AND HEIGHTENED FEELINGS OF INSECURITY FOR OTHER HOUSEMATES. ENSURING A SENSE OF SAFETY AND TRUST AMONG HOUSEMATES IS FOUNDATIONAL TO THE CODE OF CONDUCT.

#### 2 RESPONSIBLE USE OF SUBSTANCES:

EXCESSIVE ALCOHOL CONSUMPTION: QINSO ENGAGED IN EXCESSIVE DRINKING, WHICH LED TO DISORDERLY BEHAVIOUR AND DISRUPTED THE HARMONY OF THE HOUSE.

THE RESPONSIBLE USE OF SUBSTANCES CLAUSE EXPLICITLY FORBIDS SUCH BEHAVIOR, AS IT POSES A RISK TO BOTH INDIVIDUAL SAFETY AND THE WELL-BEING OF THE COMMUNITY.

#### PROJECT TEAMS RESPONSE:

WARNINGS AND MEDIATION: THE PROJECT TEAM ISSUED THREE WRITTEN WARNINGS TO THE STUDENT. DESPITE THESE WARNINGS AND ATTEMPTS TO MEDIATE THROUGH COUNSELLING, THE STUDENT CHOSE NOT TO ENGAGE WITH THE OFFERED SUPPORT. HIS FAILURE TO ATTEND MEDIATION SESSIONS SHOWED NON-COMPLIANCE WITH CONFLICT RESOLUTION PROCESSES AS OUTLINED IN THE CODE OF CONDUCT.

VOLUNTARY DEPARTURE: AFTER CLEAR COMMUNICATION FROM THE PROJECT TEAM, THE STUDENT VOLUNTARILY DECIDED TO LEAVE THE HOUSE. HE ACKNOWLEDGED THAT HE COULD NOT ADHERE TO THE HOUSE RULES AND THE AGREED CONTRACT, AND AMICABLY CHOSE TO MOVE OUT. HIS DECISION COME AFTER REPEATED OFFERS FOR INTERVENTION WERE DECLINED.

CONTRACTUAL JUSTIFICATION FOR TERMINATION: THE CONTRACT SIGNED BETWEEN THE STUDENT AND (COMMUNITY PROJECT NAME) WHICH GOVERNED HIS STAY AT THE HOUSE, INCLUDED CLAUSES RELATED TO RESPECTING THE PRIVACY AND SAFETY OF OTHER RESIDENTS, OBSERVING QUIET HOURS, AND RESPONSIBLE USE OF SUBSTANCES. HIS REPEATED DISREGARD FOR THESE RULES COUPLED WITH HIS FAILURE TO ATTEND MEDIATION SESSIONS GAVE FULL CONTRACTUAL GROUNDS FOR TERMINATION OF HIS HOUSING AGREEMENT.

THE OUTCOME: TERMINATION OF HOUSING, THE STUDENTS HOUSING AGREEMENT WAS TERMINATED IN ALIGNMENT WITH THE CONTRACTS STIPULATIONS. THE PROJECT TEAM FOLLOWED DUE TO PROCESS, ENSURING THAT THE STUDENTS BEHAVIOUR COULD HAVE BEEN CORRECTED MULTIPLE TIMES.

CONTINUATION OF UNIVERSITY FUNDING, WHILE HIS HOUSING WAS TERMINATED,( COMMUNITY PROJECT NAME HERE) CHOSE TO HONOR ITS COMMITMENT TO FUND QINISO'S UNIVERSITY EDUCATION FOR THE REMAINDER OF THE YEAR,AS OUTLINED IN THE ORIGINAL AGREEMENT. HOWEVER, THEY REMAIN THE DISCRETION TO REVIEW FUTURE FUNDING, DEPENDING ON THE STUDENTS CONDUCT.

IN CONCLUSION, THE PROJECT TEAM ADHERED CLOSLY TO THE TERMINATION TERMS OF CONTRACT, ENSURING THAT THE PROCESS WAS FAIR, TRANSPARENT, AND SUPPORTIVE, EVEN WHILE ENFORCING THE NECESSARY CONSEQUENCES FOR THE STUDENTS BREACH OF CONDUCT.

## AUDIT OF COMPLIANCE:

A BASIC AUDIT WAS CONDUCTED TO ENSURE ALL OBLIGATIONS WERE MET BY BOTH PARTIES. (INSERT COMMUNITY PROJECT NAME HERE) PROVIDED THE STUDENT WITH ADEQUATE COMMUNICATION AND SUPPORT OPTIONS, INCLUDING MULTIPLE WARNINGS AND MEDIATION OFFERS, THE STUDENT ON THE OTHER HAND FAILED TO COMPLY WITH BEHAVIOURAL STANDARDS SET IN THE CONTRACT. LEADING TO THE TERMINATION OF SAID CONTRACT.

PLEASE FIND MY SIGNED AUDIT ATTACHED.

ATTACH A BASIC AUDIT  
SIGNED BY THE PROJECT  
MANAGER

## CONTRACT CLOSURE REPORT.

THE CONTRACT BETWEEN THE STUDENT AND (COMMUNITY PROJECT NAME HERE) WAS OFFICIALLY CLOSED AFTER HE CHOSE TO LEAVE THE HOUSE. ADMINISTRATIVE TASKS INCLUDED UPDATING RECORDS, NOTIFYING THE FINANCE DEPARTMENT TO CONTINUE PAYING TUITION, AND DOCUMENTING THE OUTCOME OF THE DISPUTE. THE DECISION TO ALLOW THE STUDENT TO RETURN AS A VISITOR MAINTAINS A POSITIVE RELATIONSHIP BETWEEN HIM AND (COMMUNITY PROJECT NAME HERE), DESPITE THE TERMINATION OF HIS HOUSING.

PLEASE FIND A SIGNED REPORT ATTATCHED BY PROJECT MANAGER.

ATTACH A REPORT  
SIGNED BY THE PROJECT  
MANAGER

ACTIVITY 4.1  
(ELO3 AC4)  
(ELO2 AC4)

ATTATCH A PICTURE OF  
YOURSELF DOING A  
PRESENTATION