

### Policy Overview:

Overarching policy bringing together a range of the RTO policies and procedures to assist students with their rights and RTO obligations ensuring students are treated in a fair and ethical manner to achieve their academic goals whilst adhering to relevant equal opportunity legislation and Discrimination Acts and RTO Standards 2015.

### Objective:

To provide a framework ensuring that the RTO offers and maintains services that reflect fair and equal opportunities for all students allowing flexible learning and assessment options based on individual backgrounds and needs free from any form of prejudice.

To ensure where students that can achieve outcomes if supported are not disadvantaged.

To provide guidance to all the RTO staff on how the RTO can assist and what is expected.

### Scope:

This policy applies to all students, programs and courses on the RTO's scope of registration.

### Staff Responsible:

- All RTO Staff

### Compliance Standards:

This policy relates to the following 2015 SNR Standards: 1.7, 1.16, 2.1, 5.1, 5.2, 5.3, 5.4

### Related Policies/Templates/Documents:

- D-001 Student Information Guide
- F-150 Code of Conduct for Trainers and Assessors
- F-151 Code of Conduct for Administration Staff
- F-152 Code of Conduct for Sales Staff
- P-001 Enrolment Policy and Procedure
- P-017 Student Support Policy and Procedure
- P-018 Reasonable Adjustment Policy and Procedure
- P-033 Fees, Charges and Refunds Policy and Procedure
- P-039 Privacy and Personal Information Policy
- P-048 Recognition Policy and Procedure

### Definitions:

**Direct Discrimination** as per Australian Human Rights Commission is when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics such as age, disability, sexual orientation, or gender identity.

**Indirect Discrimination** as per Australian Human Rights Commission occurs when there is an unreasonable rule or policy that is the same for everyone but has an unfair effect on people who share a particular attribute.

**Access and equity** is to ensure that all persons have access to services that they are entitled to regardless of their background, and characteristics.

**Disadvantaged groups** may include: People with a disability, Aboriginals and Torres Strait Islanders, People from non-English backgrounds, People with inadequate Language, Literacy and Numeracy skills, Long term unemployed.

## 1 Access and Equity Policy

- 1.1 The RTO will ensure that students are provided with a flexible learning and assessment environment with alternative options and/or reasonable adjustments (Where seen as practical) that recognise disadvantaged groups and the diversity of individual needs which assist in achieving their learning goals by:
  - 1.1.1 Following all RTO policies and procedures that relate to access and equity prohibiting any form of discrimination and/or victimisation based on individual differences;
  - 1.1.2 Providing enrolment processes allowing for ethical, fair and compliant practices ensuring:
    - 1.1.2.1 Students are assessed and selected fairly based on merit meeting the mandatory entry requirements;
    - 1.1.2.2 Students are provided with appropriate information in order to make informed decisions;
    - 1.1.2.3 Students are provided with the opportunity to discuss with the RTO their individual needs.
  - 1.1.3 Provide students with reasonable support services and/or mechanisms in consultation with the student.
  - 1.1.4 Provide RTO staff the opportunity to undertake professional development in support mechanisms.
  - 1.1.5 Ensuring all students have access to timely information and assistance in order to make informed decisions.
  - 1.1.6 No individual person or group of people be treated less fairly than others in an unreasonable and discriminatory manner.
  - 1.1.7 Providing suitable training and assessment facilities which apply to accessibility.
  - 1.1.8 Adhere to the principles of assessment when conducting assessment tasks including reasonable adjustments and the right to appeal.
  - 1.1.9 At no time make any form of assumption with regards to the student, their needs and addressing their needs.
  - 1.1.10 Ensures that any business representing the RTO (host employers) adhere to the policy.
- 1.2 Any breach of this policy or others relevant to this policy must be reported immediately to the National Compliance and Quality Manager.

## 2 Possibly exclusion from training and assessment services

- 2.1 Depending on the individual case the RTO may exclude training and assessment services based on the following:
- 2.1.1 Students require the program including training and assessment resources to be written and delivered in a language other than English.
  - 2.1.2 The student needs require the RTO to obtain special support services and/or facilities where the RTO would experience unjustifiable hardship due to obtaining such services and/or facilities.
  - 2.1.3 Where it is proven that a person's disability could cause safety risks to others.

## Document Revision History

Version Number	Author	Date Published	Description
2.0	Aleena Velich	01/08/2017	Revised Policy and Procedure <ul style="list-style-type: none"> <li>Expanded on Overview and Objective</li> <li>Included relevant definitions.</li> <li>Expanded on actual policy.</li> </ul>
	Patricia Fulcher	03/08/2017	Reviewed and approved with changes.
	Natalie Robinson	03/08/2017	Formatted and published
2.1	Dayna Jackiw	Feb 2019	Reviewed/renewed policy. Minor edits.