



Royal International College

RTO POLICY MANUAL

SRTOs 2015 and ESOS National Code 2018

Royal International College

RTO CODE: 46036 | CRICOS CODE: 04153F



Access and Equity Policy and Procedure

Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 6.1; 6.2; 6.3; 6.4; 6.5; 6.6; 6.7; 6.8; 6.9; Standards for RTOs 2015 – 1.3(b); 1.3(c); 1.3(d); 1.7; 5.1;
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

Purpose

The purpose of this policy and procedure is to ensure RTO give a coordinated approach to ensuring access and value standards throughout its operations, and to treat similarly and genuinely all students looking to study in a VET course.

Objective

The objectives of this Policy and Procedure are that the RTO:

- Follows the access and equity guidelines designed to remove barriers and obstacles so that all students can gain skills, knowledge and experience through access to Vocational Education & Training (VET) subjects.
- Implements these access and equity guidelines through the following strategies:
 - Access to VET programs will be available to all eligible participants regardless of gender or race.



- All participants will be provided with the opportunity to gain a full qualification.
- For participants with special needs, access to additional assistance will be provided.
- Where poor literacy and/or numeracy skills present a barrier to participation, additional support will be provided to the participants within the capacity of the organisation's resources to provide such support and/or external assistance will be accessed as required.

Scope

This policy is applicable on the following RTO stakeholders:

- Staff
- Students

General Processes

1. Availability of Policy and Procedures

The policy, procedure and related form are made available to all students and potential students by directly contacting the RTO, through the RTO's website and/or Student Handbook.

2. Establishment of non-discriminatory selection procedures

We actively encourage the participation of a cross-section of the community. This is achieved through the establishment of non-discriminatory selection procedures, encouraging access for all members of the community.

In the first instance, the Trainer/Assessor will assess literacy, language and numeracy concerns. When indicated, the Training Coordinator will make available to the Trainer/Assessor such materials or training processes to assist with learning. Interpreters are welcome to attend the training of a student with literacy difficulty; however, RTO will not incur any expense associated with interpretation services.

If the student requires support for any reason at all whilst enrolled with RTO, please contact RTO directly. RTO staff will endeavour to assist students to the fullest capacity, or where appropriate, direct students to a suitable professional agency. This referral service is of no charge to the student. (Support can include interpreters, trauma, disability, harassment, welfare etc.)



3. Barriers

RTO understands the barriers to accessing education and training may or may not include:

- Language, literacy or numeracy skills
- Low levels of formal educational achievement,
- Racism,
- Low socio-economic status,
- Inappropriate training environments,
- Living in rural and remote areas,
- Lack of information,
- Lack of continuity of programs in rural areas etc.

4. Access and equity principles

The following principles are applied by RTO in the development and implementation of all training and assessment strategies.

To ensure that the student recruitment and admission process is bias-free and non-discriminatory, RTO:

- provides advice to the prospective learner before enrolment or commencement of the training product appropriate to the learner's needs taking their existing skills and competencies into account.
- uses the same recruitment and admission process for all applicants
- provides a special admissions program for specific groups such as Aboriginal and Torres Strait Islander people as set out in our selection and admissions policy
- bases admission to courses and programs solely on availability of places and the applicant satisfying course entry requirements
- provides applicants with adequate information and support to enable them to select the most suitable program for their needs

To ensure that the learning environment is free from harassment, discrimination and victimisation, the RTO:



- specifies standards of behaviour expected from students and staff in its Codes of Conduct
- has policies and procedures in place for preventing harassment and discrimination

To ensure that all curriculum developed by the RTO are inclusive of a range of student needs, RTO:

- considers issues relating to access and equity when specifying course entry requirements and prerequisites
- offers flexible course design that provides multiple entry and exit points or pathways through the course, including credit transfer and recognition of prior learning
- considers the requirements of students with a disability when designing courses
- provides inclusive and non-discriminatory learning materials
- in the case of vocational courses, language, literacy and numeracy requirements are consistent with the vocational level of the qualification
- provides students without online access with information through other media according to needs

RTO provides an assessment process that is fair, valid, reliable and consistent through:

- recognition of previously acquired skills and knowledge
- adequate information on course and subject assessment, prior to enrolment in the course
- adapting assessment to meet student needs while still maintaining a high quality, valid and consistent process (see reasonable adjustment below)
- gives students the right to appeal an assessment or recognition decision
- gives all students equal opportunity to demonstrate competence

Support is provided to those with special needs. The reasonable adjustment is provided to those with a disability or special needs according to individual circumstances. This



means providing the appropriate services and/or facilities for student learning and assessment.

The reasonable adjustment may include but is not restricted to:

- the use of adaptive/assistive technology (equipment and software designed for use by people with a disability)
- educational support
- alternative assessment methods
- learning and assessment aids such as papers in large print or the use of scribes or interpreters
- extra time to complete a course or assessment

Learning support is facilitated for those with basic literacy, numeracy or English language difficulties or other identified areas of learning difficulty.

Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or sitting an examination; or believes that their performance in an assessment event has been affected by the incident.

RTO premises will provide appropriate access to those with a physical disability. Where RTO provides training and assessment at other venues, RTO will ensure to the best of its ability that the venues are accessible to people with a disability.

Complaints and appeals are addressed in a fair and equitable manner. Individuals who believe they have been treated unfairly are encouraged to use RTO's student complaints and appeals procedures. RTO will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures.

Students also have the right to appeal against any decisions as set out in the complaints and appeals procedure.



Procedures

	Procedure Steps	Responsibility	Reference
1	All staff employed by RTO will adhere to the principles and practices of equity in education and training by applying the strategies for operations from administration through training, assessment and support service.	All/any RTO staff	
2	<p>Training services are available to all clients regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.</p> <p>Sexual harassment is illegal, and will not be permitted in the workplace, or in the training environment.</p> <p>RTO will treat every client fairly and without discrimination.</p> <p>Grievance procedures are in place to ensure that any concerns are dealt with immediately and appropriately. (Refer to the Complaints and Appeals Policy & Procedure).</p>	All/any RTO staff	



3	<p>Strategies, responsible officials and measures</p> <p>Strategy: To include questions in all enrolment forms that requests learners to provide details of their background.</p> <p>Responsible Official: PEO, Trainer</p> <p>Measure: All enrolment forms assessed for inclusion of appropriate questions.</p>	All/any RTO staff	
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RTO acknowledges its legal obligations under State and Federal equal opportunity laws that include:

- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial Discrimination Act 1975 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Privacy Act 1998 (Cth)

Where possible, a range of support services or appropriate referrals will be provided to participants with special needs.

Strategy: Feedback forms to make available opportunities for learners to raise any access issues.

Responsible Official: PEO, Trainer, RTO Manager (CM).

Measure: All surveys forms assessed for inclusion of appropriate questions.

Strategy: Trainer to assess learner for any LLN concerns at induction through ensuring learner completes their own enrolment form and other appropriate documentation.



Responsible Official: Trainer, Student Support Officer.

Measure: Ongoing

Strategy: All policies, procedures, and contact information are to be made available to the public through our internet website.

Responsible Official: RTO Manager

Measure: Ongoing

Strategy: Any access issues raised by the public are to be addressed immediately to ensure it does not affect the enrolment and training of potential learners.

Responsible Official: PEO

Measure: Ongoing

Strategy: Allow for flexibility (when appropriate) for extensions of time to lodge enrolment forms, assessment tasks and other related forms, for members of identified groups, in order to cater to those with different social and cultural backgrounds.

Responsible Official: PEO

Measure: Ongoing

Strategy: To provide a barrier free environment for learners and stakeholders and for all people through offering multiple methods of contact, training and assessing

Responsible Official: PEO

Measure: Ongoing

Student Selection

Students will not be denied access to services offered by RTO where they are deemed eligible for the service. Students will be individually assessed on their eligibility for the service being provided and selection will comply with relevant equal opportunity legislation and the selection criteria for the service.

Whilst practising an open access policy, it is recognised that student eligibility for services may be influenced by:

- Course pre-requisites
- Availability of services



Where limited places are available, student selection is completed on confirmation of payment and enrolment processes.

Maintaining currency of legislative requirements

RTO will implement pro-active continuous improvement processes as documented through the Quality Management Policy and Procedure and will ensure that any areas that are identified as requiring improvement or immediate action are addressed appropriately.

RTO will ensure that through implementation of the 'Quarterly Review' process all legislation is reviewed for currency.

The following websites provide current and supporting information on the legislation requirements:

- [Australia.gov.au](http://australia.gov.au)

<http://australia.gov.au/publications/commonwealth-legislation>

- [Victorian Legislation and Parliamentary Documents](http://www.legislation.vic.gov.au)

<http://www.legislation.vic.gov.au>

Staff responsibilities

All employees of RTO are required to ensure all clients receive fair and equitable services within their scope of responsibility. All staff hold the responsibility to maintain a work and study environment free from discrimination and harassment.

Management is responsible for ensuring adherence to RTO's policies and procedures that support this goal.

Continuous Improvement

A summary of all access and equity related matters and concerns will be presented at the Management Meeting for review. The purpose of this is to ensure management become aware of;

- Common threads relating to the compliance and quality assurance.



- Repeat issues
- Any general adverse trend that needs correcting

Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy.

Publication

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review processes

The policy will be reviewed annually, and RTO Manager will be the responsible person for this.