

Access and Equity Policy

Compliance Focus

Standards for RTOs 2015 –

Standards that are relevant to providing services to students with a disability include:

Standard 1—the RTO’s training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Learner support

1.7 The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Standard 4—accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

Standard 5—each learner is properly informed and protected.

Standard 8—the RTO cooperates with the VET Regulator and is legally compliant at all times

Definitions

The following words and expressions have the following specific meaning, as in the Australian Quality Training Framework.

Discrimination:

Discrimination occurs when a person is treated less favourably than others due to the person’s circumstances, characteristics or beliefs.

Direct Discrimination:

Direct discrimination takes place when a person, organisation or group of persons is treated less fairly than others on the basis of stereotyped beliefs or views.

Indirect Discrimination:

Indirect discrimination includes rules, practices or policies which appear to be non-discriminatory and equally applicable, but operate in such a way that certain groups of people are excluded without just cause.

Workplace Harassment:

Harassment is any behaviour which is unwelcome, offends, humiliates, or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed, then their ability to do their work is affected as they often become stressed and suffer health problems.

Harassment may result from behaviour which is not intended to offend or harm, such as jokes or unwanted attention however, this does not mean that it is lawful.

Sexual Harassment:

The most common form of harassment is sexual harassment. Examples of sexual harassment include, but are not limited to:

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- Unwanted touching
- Sexual innuendo propositions
- Nude pin-ups and posters
- Obscene telephone calls
- Wolf whistles

Sexual harassment can occur among peers or co-workers, and in subordinate-supervisor, supervisor-subordinate or staff-student, student-staff, student-student situations.

Verbal Harassment:

Examples of verbal harassment include, but are not limited to:

- Sexual comments, advances or propositions
- Lewd jokes or innuendos
- Racist comments or jokes
- Spreading rumours
- Comments or jokes about a person's disability, pregnancy, sexuality, age or religion
- Repeated questions about one's personal life
- Belittling someone's work or contribution in a meeting
- Threats, insults or abuse
- Obscene offensive language
- Obscene telephone calls, unsolicited letters, faxes and emails

Non-Verbal Harassment:

Examples of non-verbal harassment include, but are not limited to:

- Leering (e.g. staring at a woman's breasts)
- Putting offensive material on notice boards, computer screen savers and emails
- Wolf whistling
- Nude or pornographic posters
- Displaying sexist or racist cartoons or literature
- Demoting, failing to promote, or transferring someone because they refuse requests for sexual favours
- Following someone home from work
- Standing very close to someone or unnecessarily leaning over them
- Mimicking someone with a disability
- Practical jokes that are unwelcome
- Ignoring someone, or being cold and distant to them
- Crude hand or body gestures
- Physical Harassment

Examples of physical harassment include, but are not limited to:

- Unwelcome physical contact such as kissing, hugging, pinching, patting, touching, or brushing up against a person
- Indecent or sexual assault or attempted assault

Policy Overview

The purpose of this policy and procedure is to provide Care Academy with a frame of reference in

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providing and maintaining training services that reflect fair and reasonable opportunity for all students, regardless of their diversity or disability/ability; allowing everyone to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

The Standards for RTOs 2015 refers to Educational and support services provided by an RTO that may include, but are not limited to:

- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;

The implementation of this policy and procedure complies with Care Academy responsibility as a Provider under The Standards for RTOs 2015 to adhere to the principles of access and equity in the provision of products and services.

Policy

In the:

Range of educational and non-educational products and services provided

Range of advice and information provided as both pre and post registration information

And in the quality self-assurance of all training and assessment products and services provided

It is the policy of Care Academy to:

promote, encourage and value equity and diversity with regard to applicants and students.

ensure that all products and services and information is equally accessible to everyone. Care

Academy will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

provide reasonable adjustments to products and services to ensure access and equity whilst also maintaining product integrity.

Procedures and Responsibilities

Policies and Procedures that quality self-assure the operation of Care Academy are constructed and implemented to incorporate access and equity principles

Pre – registration information is made equally available to the market whether through Care Academy directly or through an agent.

Registration Enquiries and Process

All registration enquiries are replied to honestly with regards to the applicability of training to applicants with differing needs, abilities and disabilities.

All registration enquiries are replied to honestly with regards to the extent to which Care Academy can reasonably adjust training and assessment.

Through the registration process students are asked to identify personal needs or circumstances that may exist and for which they may require additional support (See Student Enrolment Policy).

Student Administration will ensure to respond to all declared issues pertaining to applicant learning needs and the ability of Care Academy to provide for these needs prior to any monies being taken or any training place offered.

During training and in the use and release of student information and images Care Academy will respect a student's right to privacy, confidentiality and be sensitive to student needs.

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Rights to use and release information will be by written permission only and by the student signing a release form except in the circumstances of an information request by the Accrediting or other authority.

Access and Equity

All students have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

Care Academy is committed to providing flexible learning and assessment options, allowing students alternatives which recognise the diversity of their individual needs and circumstances aiding them in their learning goals.

Care Academy ensure that students have the right to natural justice protected through access to professional, timely, inexpensive and documented complaints handling and appeals processes.

Staff will not release student personal or academic information, payment details, certification to a third party without written prior permission having been provided by the student.

Student Administration will ensure

- not to use the students USI on any documentation or certification or release
- that every Prospective Student sets their access controls in relation to their USI to allow the Department and the Provider the appropriate levels of access to their USI records.

Support Documents

- Student Registration Form
- Student Privacy Notice

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