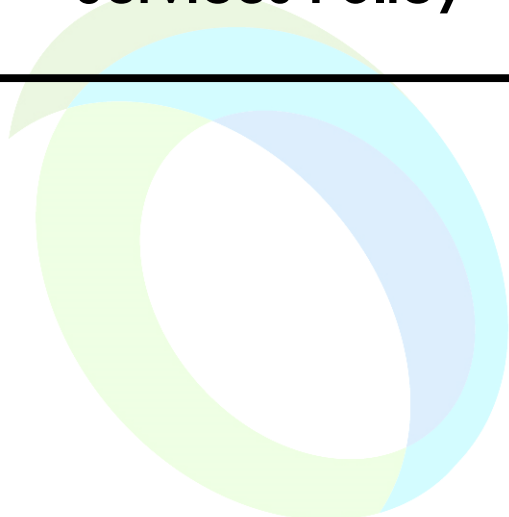




Access, Equity & Student Services Policy



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| Title: Access, Equity & Student Services Policy | Operational Area: Administration |
| Prepared By: Chandler RTO | Date Created: 12/04/2018 |
| Approved By: CEO | Date Reviewed: 12/03/2020 |

Introduction

Chandler RTO ensures that it meets the needs of individuals in all areas of the student's engagement with Chandler RTO without discrimination.

Purpose

Chandler RTO ensures that the principles of access and equity in the provision of timely and appropriate information, advice and support services to assist students to identify and achieve their desired outcomes is provided at all times. Chandler RTO ensures that it meets the needs of individuals without discrimination.

Scope

All operational areas of Chandler RTO.

Responsibilities

All employees.

Definitions

Access and Equity Chandler RTO policies and approaches are aimed at ensuring its operations are responsive to the individual needs of students whose age, gender, cultural or ethnic background, dis/ability, sexuality, language, literacy and/or numeracy skills, un/employment, imprisonment or geographic location (amongst others) may present a barrier to access, participation in and the achievement of suitable outcomes.

Client means the person who uses/purchases the services of The Skills Development and Training Company Pty Ltd

RTO Operations means all of the operations of Chandler RTO including but not limited to training, assessment, administration and student support services.

Learner means the person being trained and/or assessed by Chandler RTO for the purpose of issuing a qualification from the Australian Qualifications Framework (AQF).

USI Unique Student Identifier (as per the meaning given to it by the Student Identifier's Act 2014; an identifier assigned to an individual by the Registrar under section 10 or 12).

Alignment

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| Standards for Registered Training Organisations (RTOs) 2015 |
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| Clauses: All |
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Policy Statement

Access, Equity and Student Service

Chandler RTO applies access and equity principles and provides timely and appropriate information, advice and support services, assisting students to identify and achieve their desired outcomes.

Chandler RTO meets the needs of individuals through the fair allocation of resources and the right to equality of opportunity without discrimination. Where for example, provision of a course is not financially viable for Chandler RTO to provide for a student with a disability (such as installing an elevator in a building to allow a student to attend the course, purchasing resources specifically in braille for a single student), Chandler RTO will always refer the student to a more suitable provider.

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Where, for example, the student has applied for a course that is detrimental to theirs or the public's safety due to their disability (a student who applies for a individual support qualification who is legally blind for example), Chandler RTO will not accept their enrolment and outline in writing the reasons why. If it is appropriate, Chandler RTO may refer the student to another provider.

Where the student has applied for enrolment but would not be able to meet the licensing or registration requirements of an external licensing or registration body, Chandler RTO may, at its sole discretion, accept the enrolment, however, it will always ensure that these requirements have been made explicitly clear in all pre-enrolment materials and the student's course agreement.

Chandler RTO firmly believes that this approach to access and equity is not prohibitive or discriminatory but rather gives every student every opportunity to achieve success in their learning program and graduate outcomes.

Chandler RTO prohibits discrimination (direct or indirect) towards any group or individuals in any form, *inclusive of, but not limited to:*

- Gender;
- Pregnancy;
- Race;
- Colour;
- Nationality;
- Ethnic or ethno-religious background;
- Marital status;
- Sexual preference; and
- Age.

Continuous Improvement of Student Services

Chandler RTO monitors student needs for support services. Chandler RTO collects and analyses sufficient relevant information to evaluate the need for and delivery of student services. This information is used for the continuous improvement of student services.

Information Prior to Enrolment

The organisation disseminates clear information to each student, prior to enrolment, which includes the following:

- Student selection, enrolment and induction/orientation procedures;
- Course information, including content, learning & vocational outcomes & licensing requirements (where relevant);
- Fees and charges, including the refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy assistance;
- Student support, including any external support the organisation has arranged for students;
- Flexible training and assessment procedures;
- Appeals and complaints procedures;
- Disciplinary procedures;
- Staff responsibilities for access and equity;
- Recognition of Prior Learning (RPL) and mutual recognition arrangements; and
- Advising students during pre-enrolment that their achievements will not appear on their authenticated VET transcript or be available to them via the USI scheme without a USI.

Chandler RTO ensures that it maximises the collection of sufficient data pre-enrolment to ensure that it can make informed decisions about offering training products to students considering the individual's existing skills and competencies. Any advice or offer made by Chandler RTO will be consistent with the learner's identified needs.

Workplace Training and/or Assessment

Where training and/or assessment is conducted in the workplace, Chandler RTO negotiates the training and assessment strategy with the employer and learners. Chandler RTO works with the employer to integrate any on-the-job training and assessment and schedules workplace visits to monitor/review the training and assessment.

Where an apprenticeship/traineeship training contract is in place or being negotiated, individual training plans are developed, documented, implemented and monitored for each apprentice or trainee, encompassing all relevant off-the-job and structured workplace training and assessment in accordance with legislative and contractual requirements.

Support Services

The organisation provides support services depending on the needs of its students and capacity to provide these services. Information is provided to learners about available support services and any external support arrangements.

Chandler RTO liaises with students, trainers and assessors, and stakeholders to ensure that the type of intervention selected is appropriate for the student and achieves the outcomes of the training and assessment program. Chandler RTO monitors the delivery of support services and identifies changes for continuous improvement.

Learner Records

Chandler RTO maintains current and accurate learner records. Learners are informed about how to access their records, including progress records, and how to obtain replacement certification if necessary (Refer to certification in Student handbook).

Staff members are informed of record collection, recording and storage responsibilities. Trainers and assessors must keep accurate and current records of assessment results that lead to a judgement of competence. Staff record keeping is monitored to ensure effectiveness, and changes incorporated into continuous improvement processes.

Learner privacy is maintained always. Only authorised staff have access to confidential information. Authorised staff must enter any confidential information accurately and ensure it is secure from unauthorised access.

Requests for access to confidential records must be approved by the Chief Executive Officer and be made in writing by the student.

Information collected from and about learners must meet registering body and licensing authority requirements, where relevant.

Complaints and Appeals

Chandler RTO documents and implements procedures for dealing with customer complaints and appeals in a constructive and timely manner.

Procedures are in place to ensure that:

- Each complaint, appeal and its outcome is recorded in writing;
- Each complaint, appeal and its outcome are recorded in the complaints & appeals register;
- Each appeal is heard by an independent person or panel;
- Each appellant:
 - a) Has an opportunity to formally present his or her case at no cost; and
 - b) Is given a written statement of the appeal outcomes, including reasons for the decision.

Chandler RTO follows up any complaint that is substantiated to ensure that the cause of the complaint is resolved such that the problem will not reoccur. All records of any complaint and/or appeal are kept on file.