

# ACCESS AND EQUITY

## Policy Statement

Excel Training is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations 2015. We promote, encourage and value equity and diversity with regard to participants and will ensure services offered are provided in a fair and unbiased manner. We are committed to providing flexible assessment options, allowing participants alternatives which recognises the diversity of the individual needs and circumstances, aiding clients in their learning goals.

Excel Training will ensure:

- All training and assessment policies and procedures incorporate access and equity principles.
- All participants have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction.
- All nominations and enrolments into training courses and programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation.
- All participants have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

## Policy Principles

Excel Training will not accept any form of discrimination and we will apply the following principles in support of access and equity:

- Excel Training will respect participant's rights to privacy, confidentiality and be sensitive to client needs.
- Excel Training provides equal opportunity for all participants and is responsive to the individual needs of participants whose gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural or ethnic background, linguistic background, religious belief, geographic location, socio-economic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcome.
- Excel Training strives to create a learning environment where all participants are respected and can develop their full potential.
- All participants are given fair and reasonable opportunity to attend and complete training.
- Deficiencies will be investigated to determine whether a breach of policy exists. Should a discrepancy be proven, the impact of that breach or deficiency will be identified along with how the policy should be amended to eliminate the breach or deficiency in the future.
- All perceived deficiencies in the Access and Equity Policy are to be documented, assessed and reviewed by the RTO Manager.
- Excel Training will demonstrate its commitment by:
  - Making its training relevant for a diverse population.
  - Providing suitable access to facilities and resources.
  - Providing appropriate support services.
  - Providing appropriate complaints procedures.

## Equal Opportunity

Excel Training is an equal opportunity company and strives to work within the State and Commonwealth anti-discrimination and equity legislation framework. Through the implementation of this policy and procedure, the benefits of participating in training are available to everyone on an equitable basis, including the following groups.

- People from culturally diverse backgrounds
- Indigenous Australians
- Unemployed individuals
- People living with disability
- People from rural or remote areas
- Members of disadvantage groups
- Employed learners engaged in traineeships or on a fee for services basis

## Support Services

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which Excel Training must abide by. However, we make appropriate concessions for LLN issues of participants where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where a participant is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement of the Training Package, Excel Training will provide appropriate advice and support to the participant regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the participant's course of study.

Excel Training encourages learners to discuss any special needs or reasonable adjustments of the study environment, with which they consider necessary or would assist them in their studies. We ensure that flexibility in arrangements may need to be implemented to ensure all participants have the best opportunity for success.

## Bullying, Harassment and Violence

Excel Training will not tolerate bullying or violent behaviour and expects all staff, contractors and participants to treat each other with dignity and respect. We recognise how bullying and violence demeans and infringes the rights of individual and groups, damaging the work and learning environment. If bullying or violence occurs, the person responsible will be subject to disciplinary procedures and actions will be taken against any staff or participant involved in such behaviour. This may include termination of employment, removal from the training course or in serious cases, may constitute a criminal offence.

## Staff, Contractors and Participants Responsibilities

Excel Training staff, contractors and participants have the responsibility to act to prevent harassment, discrimination and victimization against others. They must respect the differences amongst others, the rights of others and people's rights to privacy and confidentiality. All participants have the right to have their say, balanced with the responsibility to listen to others and allow others to have their say.

## Definitions

*The following words and expressions have the following specific meaning, as specified in the Standards for Registered Training Organisations 2015.*

**Access and equity** means policies and approaches aimed at ensuring that VET is responsive to the individual needs of participants whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

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

**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** 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** 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:

- 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-learner, learner-staff, learner-learner situations

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

- Sexual comments, advances or propositions
- 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
- Threats, insults or abuse
- Offensive obscene language
- Obscene telephone calls, unsolicited letters, faxes and emails

**Non-Verbal Harassment**, Examples of non-verbal harassment include, but are not limited to:

- Putting offensive material on notice boards, computer screen savers and emails
- Nude or pornographic posters
- Displaying sexist or racist cartoons or literature
- 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
- 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
- Hitting, pushing, shoving, spitting, or throwing objects at a person