

7. Access and Equity Policy

Standards for Registered Training Organisations (RTOs) 2015:

In the Standards for Registered Training Organisations 2015, *Access and equity* is defined, in the glossary as:

“policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients 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.”

7.1 Objective – Policy Statement

Training Beyond 2000 Pty Ltd is committed to access and equity principles and processes. Access and equity principles are integrated within all our services that we provide to our clients. This ensures that all participants are treated fairly and have equal access to participation in training. Selection of participants into courses is based on participants meeting course pre-requisites and entry requirements, course fee payment and on a first in first served basis.

We acknowledge that regardless of age, gender, cultural background, sexuality, disability, language skills, literacy or numeracy level, employment status, imprisonment or remote location, subject to legislative requirements, participants have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner.

Training Beyond 2000 Pty Ltd establishes the needs of clients and delivers services to meet those needs as follows:

- Participant selection, Enrolment and Induction – participant selection is derived from an interview as to the appropriateness of the course with the applicant and/or place of work as well as the application of pre-determined criteria, such as industry experience. Our enrolment processes are documented in our Participant Information Handbook. Participants are informed about the training, assessment and support services to be provided and about their rights and obligations. We conduct induction and orientation sessions for staff and participants alike.
- Industry Consultation – Employers and other parties who contribute to each participant’s training and assessment are engaged in the development, delivery and monitoring of training and assessment.
- Recognition of Prior Learning (RPL) arrangements – Our RPL process is clearly documented. All assessment of RPL applications are reviewed by the Director, Training Beyond 2000 Pty Ltd.

- Disciplinary Procedure – course participants are expected to behave in an appropriate manner at all times. Dysfunctional disruptive behaviour will not be tolerated and may result in a participant being asked to leave the session and/or the course. Any person who is asked to leave a session or course has the right of appeal through our appeals processes. Dysfunctional behaviour may include:
 - continuous interruptions to the trainer whilst delivering the course content;
 - smoking in non-smoking areas;
 - being disrespectful to other participants;
 - harassment by using offensive language;
 - sexual harassment;
 - acting in an unsafe manner that places themselves and others at risk;
 - refusing to participate when required in group activities; and
 - continued absence at required times.
- Welfare and Guidance services – we will endeavour to provide welfare and guidance to all participants/clients. This includes (i) Work, Health and Safety; (ii) review of payment schedules when requested (iii) learning pathways and possible RPL and RCC opportunities (iv) provision for special learning needs.
- Appeals, complaints and grievance procedures – we have documented procedures that cover any appeals, complaints or grievances. All complaints are responded to in writing with the reasons for the decision fully documented.
- Provision for language, literacy and numeracy assessment – we are able to provide provision for language, literacy and numeracy assessment as required. We also monitor the needs of our participant’s language, literacy and numeracy skills through our induction process, application and enrolment forms, and interviews.
- Client support – most of our clients are in-house participants and therefore very little external support is required. However, the support we offer includes (i) RPL assessment; (ii) options in learning; (iii) one on one tutoring (iv) pre-course interviews; (v) training needs analysis; and (vi) information on our website.
- Flexible Learning and Assessment Procedures – flexible learning and assessment procedures are documented within our assessment kit and form part of our learning and assessment strategies.
- Access to records - participants are given timely access to current and accurate records of their participation and progress.
- Fees and Charges (including refund policy and exemptions where applicable) – information on fees, charges and refund policy is clearly documented within our marketing course material that is available through our Participant Information Guide.

Training Beyond 2000 Pty Ltd has demonstrated its commitment to access and equity principles in the following ways:

- Anti-Discrimination Policies particularly in respect of EEO and Disability.
- Incorporation of access and equity principles in its code of practice.
- Recruitment procedures for staff and participants is aimed at the entire population rather than select groups.
- Procedures for recognition of prior learning.

Equity in education and training will be reflected in all aspects of Training Beyond 2000 Pty Ltd business activities. This Access and Equity Policy is available on our website under the Admin/HR tab.

7.2 Application

All Training Beyond 2000 Pty Ltd staff.

All Training Beyond 2000 Pty Ltd stakeholders including participants and aged care providers.

7.3 Responsibilities

All staff must recognise the rights of participants and clients and provide information, advice and support that is consistent with the access and equity policy.

The Director, Training Beyond 2000 Pty Ltd has responsibility to ensure all staff act in accordance with our Access and Equity Policy and all participants/clients are made aware of their rights and responsibilities.

7.4 Monitoring and Reporting

All staff are responsible for monitoring and evaluating the operation of this policy within their area of responsibility.

7.5 Contact

Carla Unicomb, Director Training Beyond 2000 Pty Ltd.