



RTO 45101
CRICOS XXXXXX

TA 3.1

Subject: Fairness, Access, Equity
and Diversity

Date Revised: 29/06/18

Standard Operating Procedures
Standards for RTO 1.7

Revised by: RTO Officer

Approved by Grayclay Director

1.0 Purpose

- 1.1 To ensure that all reasonable adjustments are made to provide Grayclay staff and candidates with equitable access to facilities and services within Grayclay.
- 1.2 To provide all Grayclay candidates with reasonable and appropriate academic and learning support where required.
- 1.3 To ensure various compliance requirements imposed by all applicable State and Commonwealth legislation.

2.0 Scope

- 2.1 The policy applies to the provisions of all training and support services offered to Grayclay candidates. In addition, all staff, contractors employed or engaged by Grayclay are obligated to comply with this policy.

3.0 Responsibility and Authority

- 3.1 It is the responsibility of Grayclay to ensure that all Training and Assessment provided is compliant and addresses the national benchmarks laid out by the Registering Body.
- 3.2 It is the responsibility of Grayclay RTO Officer to ensure that all training and assessment provides consistency and fairness to all candidates undertaking training and assessment.
- 3.3 It is the responsibility of all Trainers, Assessors and Facilitators to understand and follow the policies and procedures relating to access, equity and diversity and inform all candidates of their rights prior to commencement of training and assessment.

4.0 Procedure

- 4.1 The policy and accompanying procedures outlines the reasonable adjustments and facilities, services and academic learning support that will be provided to candidates in the following areas.
- 4.2 To ensure that the learning environment of Grayclay is free from harassment, discrimination and victimisation, Grayclay will ensure that:
 - 4.2.1 Staff are made aware of access and equity as part of orientation or induction;
 - 4.2.2 Adherence to privacy and confidentiality requirements;
 - 4.2.3 The development of products, policies, systems and procedures are informed by access and equity principles;
 - 4.2.4 Grayclay has policies and procedures in place that support the principles of fairness, access and equity;
 - 4.2.5 Continuous improvement and review of policies and procedures are to meet legislative changes and candidate feedback.

4.3 Recruitment, Admission and Enrolment

- 4.3.1 To ensure that the candidate recruitment and admission process is bias-free and non-discriminatory, Grayclay:
 - 4.3.1.1 Use the same recruitment and enrolment processes for all applicants;
 - 4.3.1.2 Bases admission to courses and programs on availability of places and the applicant's satisfying course/qualification and funding entry requirements (where applicable);

- 4.3.1.3 Provides applicants with adequate information and support for individuals to enable them to select the most suitable program for their training requirements.

4.4 Pre-enrolment

- 4.4.1 Where prospective candidates indicate any type of disability and/or learning difficulty on their initial enrolment application the following procedure will be applied:
 - 4.4.1.1 Any disabilities and/or learning difficulties indicated on the enrolment form will be recorded in the Student Management System and notification will be provided to the Trainer for review as part of the enrolment process.
 - 4.4.1.2 The Trainer will be responsible for assessing the candidate's disabilities and/or learning difficulties to determine whether reasonable adjustment can be implemented to provide appropriate training for the candidate. The RTO Officer will advise the applicant of the decision concerning enrolment and any reasonable adjustments that would be provided.
 - 4.4.1.3 The Trainer, Assessor, Facilitator will record the enrolment decision and details of the reasonable adjustment in the Student Management System. All details will be provided to the candidate through confirmation as required including any additional associated costs.
 - 4.4.1.4 If reasonable adjustments cannot be provided to accommodate the applicant this information will be recorded in the Student Management System and advise the candidate.
 - 4.4.1.5 The trainer will coordinate the implementation of agreed reasonable adjustments prior to the candidate's commencement of the training program.

4.5 Post-enrolment procedure

- 4.5.1 For candidates who advise of any disabilities and/or learning difficulties during enrolment or after the commencement of their training program the following procedures will apply;
 - 4.5.1.1 Details of the candidate's disabilities and/or learning difficulties will be provided by the Trainer.
 - 4.5.1.2 The Trainer will undertake an interview with the candidate to determine whether reasonable adjustments can be provided to the candidate. The RTO Officer will notify the candidate of the decision in regard to the reasonable adjustment and ensure that the decision is recorded in the Student Management System.
 - 4.5.1.3 The RTO Officer will re-issue a revised confirmation of admission to include reasonable adjustments that have been agreed to for the candidate.
 - 4.5.1.4 The RTO Officer will coordinate the implementation of agreed reasonable adjustments as soon as possible, not later than 10 working days from the candidate returning their signed re-issued confirmation of admission to Grayclay.
 - 4.5.1.5 Details of the candidate's disability and/or learning difficulties will be recorded in the Student Management System.
 - 4.5.1.6 If a reasonable adjustment cannot be provided, this decision will be recorded in the Student Management System and the candidate may be provided with the course counselling and if an alternative course cannot be provided for

the candidate, the RTO Officer will issue the candidate with a Termination of Enrolment Letter. The Termination letter will include details of the Grayclay Grievance and Appeals Policy (TA3.3) and Fees, Charges and Refunds Policy (AD3.3)

4.6 Course Design

- 4.6.1** Course design and assessment is designed to be flexible and to be able to make reasonable adjustments if required. All training documents will be non-discriminatory and will avoid exclusive language and examples.
- 4.6.2** To ensure that all curriculum and training materials developed by Grayclay are inclusive of a range of candidate's needs, Grayclay;
 - 4.6.2.1** Considers issues relating to access and equity when specifying course entry requirements and pre-requisites;
 - 4.6.2.2** Offers flexible course and training materials design to provide multiple entry and exit points or pathways through the course (if applicable), including TA 2.2 Recognition of Prior Learning;
 - 4.6.2.3** Takes into account the requirements of candidates with a range of disabilities when assessing courses for delivery;
 - 4.6.2.4** Provides inclusive and non-discriminatory learning and training materials;
 - 4.6.2.5** Will ensure that language, literacy and numeracy requirements are consistent with the vocational level of the qualification being offered.

4.7 Support Services for those with Special Needs

- 4.7.1** All enrolled candidates with a recognised disability will be offered specialised services to assist them to participate in training and assessment activities for which they are enrolled in. These services may be provided by Grayclay or contracted to another person or agency.
- 4.7.2** Grayclay takes all reasonable steps to provide a candidate with a recognised disability, all support services on the same basis as a candidate without a disability and without experiencing discrimination.
- 4.7.3** If a specialised support service is required for a candidate with a recognised disability to participate in the training and assessment activities required the program they are enrolled is not provided by Grayclay, the organisation will take reasonable steps to facilitate the provision of the service to the candidate by another agency (refer to Participant Information policy AD2.2.
- 4.7.4** In order to provide appropriate support services for a candidate with recognised disability, Grayclay will;
 - 4.7.4.1** Consult with the enrolled candidate about the need for the candidate's requirements access to specialised support service;
 - 4.7.4.2** Decide if a reasonable adjustment is justified so that the candidate can participate in the training and assessment activities for the program for which they are enrolled;
 - 4.7.4.3** Identify what and appropriate adjustment might include and make the necessary adjustment for the enrolled candidate.
- 4.7.5** Grayclay will provide training to all staff to make them aware of the support services available for the candidates with recognised disabilities to enable them to assist candidates to access support services required. Where possible Grayclay will also facilitate the provision of a specialised services for the candidate where necessary including collaborative arrangements with specialised service providers.

4.7.6 Grayclay may provide support services, or arrangements for services, for candidates with recognised disability including:

4.7.6.1 The use of adaptive/assistive technology;

4.7.6.2 Educational support;

4.7.6.3 Alternative assessment methods;

4.7.6.4 Learning support for basic literacy or numeracy difficulties

4.8 Academic and Learning Support

4.8.1 Reasonable adjustments can be made to accommodate candidates with a recognised disability requiring academic, learning and assessment support. Candidates should disclose any support requirements as early as possible (preferably on enrolment) to allow reasonable adjustment to be provided. In relation to academic and learning support, reasonable adjustment may include:

4.8.1.1 Academic learning support for all candidates requiring assistance including the areas of literacy and numeracy support;

4.8.1.2 Alternative methods of assessment where reasonable. This may include the use of oral assessments, changes to paper colour, font size or style where appropriate;

4.8.1.3 An extension of time for completing assessment tasks.

4.8.2 All assessment pieces and tasks that Grayclay utilise have been designed to be fair, reliable and consistent. All candidates are provided with the requirements of assessment for all units of competency at the beginning of each course.

4.8.3 Any adjustment to assessment for candidates with disabilities will be negotiated before the assessment task is required to be undertaken.

4.9 Facilities Access

4.9.1 Trainers, Assessors and Facilitators are responsible for ensuring buildings, rooms, toilets and resources comply with the relevant building requirements including access for people with disabilities. If normal points of exit are not available, notices including alternative access will be posted where appropriate.

4.9.2 All Trainer, Assessors and Facilitators are required to assist anyone needing help to access training material, files, equipment, or other items that may be inaccessible to candidates.

4.9.3 Candidates with disabilities will have all materials made accessible to them without having to ask for assistance wherever possible. Any adjustments should be made by the Trainer before the candidate commences the course. Candidates may wish to indicate disabilities in their enrolment form and/or during induction.

4.10 Visual impediments and reading impediments

4.10.1 When required, reasonable adjustments can be made to accommodate candidates with visual and/or reading problems. This may include reading aids and adaptive technology products available on the market to assist when reading, either in hard copy or electronic forms including, but not limited to:

4.10.1.1 Monitors with large displays

4.10.1.2 Large print materials or adaptive technology

4.10.1.3 Digital talking audio books

- 4.10.1.4 English language pronunciation programs
- 4.11 **Online materials and services**
 - 4.11.1 Candidates undertaking training online and on campus will have equal access to training and assessment materials and support services.
 - 4.11.2 Online materials can be available to print for candidates who do not have online access. Adaptive technology is used where reasonable adjustments can be made.
- 4.12 **Complaints and Appeals**
 - 4.12.1 Individuals who consider they have been treated unfairly are encouraged to use Grayclay's Grievance and Appeals Procedure TA3.3.
- 4.13 **Reasonable Adjustment**
 - 4.13.1 A reasonable adjustment is a measure or action that will be taken to assist a candidate with a recognised disability to participate in training on the same basis as other candidates. An adjustment is reasonable if it takes into account the candidate's learning needs and balances of all parties affected including the candidate with the disability, Grayclay staff and other candidates undertaking the training.
 - 4.13.2 Grayclay is aware that the training programs delivered by the organisation will sometimes need adjustments to ensure equal opportunity for candidates with disabilities. The nature of a reasonable adjustment is such that they are designed to minimise the disadvantages experienced by learners with disabilities, rather than provide learners with a competitive advantage. This can include administrative, physical and procedural modifications.
- 4.14 In case of a reasonable adjustment;
 - 4.14.1 A candidate with a recognised disability may not require adjustments in some circumstances or at all times.
 - 4.14.2 However, a candidate with a recognised disability may require multiple adjustments and may include multiple activities.
 - 4.14.3 At all times, the integrity of the training and assessment requirements or processes must be maintained.
 - 4.14.4 Grayclay will be timely in investigating and implementing any adjustments while maintaining confidentiality in regard to the candidate with a recognised disability.
- 4.15 Factors that will be taken into account when assessing for reasonable adjustments include;
 - 4.15.1 The nature of the disability presented;
 - 4.15.2 Information provided or accessed about a candidate's disability about how the disability will affect their ability to participate in training;
 - 4.15.3 Clarifying the candidate's ability to comply with non-discriminatory requirements of a training program;
 - 4.15.4 Seeking information from the candidate about their preferred adjustment, as the candidate may have a developed understanding of what may be suitable.
- 4.16 **Costs and Benefits of making adjustments**
 - 4.16.1 The effect of reasonable adjustment on Grayclay staff and candidates, direct and indirect costs will be considered by Grayclay, including;

4.16.1.1 The costs associated with staffing, special resources, and the modification of training materials and curriculum;

4.16.1.2 The adverse impact on learning, occupational and social outcomes for the candidates and training staff;

4.16.1.3 Benefits that may be achieved from the candidate with a recognised disability, that participates in training.

4.17 Exceptions

4.17.1 The Disability Discrimination Act Standards for Education 2005 do not render it unlawful for RTOs or education providers to not comply with requirements of the standards in the following circumstances;

4.17.1.1 Where Grayclay claims that it would impose unjustifiable hardship;

4.17.1.2 The candidate's disability is an infectious disease or other condition and it is reasonable necessary to isolate to protect the health and welfare of the candidate, other candidates and Grayclay staff involved in training and assessment.

5.0 Related and Support Documentation

Standard Operating Procedures

TA3.3 Grievance and Appeals

AD3.3 Fees, Charges and refunds

AD2.2 Participant Information

Forms

Enrolment Form

Complaints and Appeals