

# POLICY AND PROCEDURE

STD 4,5	Access and Equity including Fair Treatment and Equal Benefits Opportunity		Clause 4.1 & 5.2
Approved:	Glenn Smith Chief Compliance Officer	Version No. 1.2	Annual Review Date: June 2016

## 1. Policy

- 1.1 Smart City Vocational College supports the concept of equal opportunity and is committed to providing all staff, learners and potential learners with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.
- 1.2 Smart City Vocational College is committed to the provision of access and equity to all clients in the delivery of their services.
- 1.3 This Policy will be made available to learners and potential learners on our website [www.smartcitycollege.edu.au](http://www.smartcitycollege.edu.au) and is included in the Learner Handbook which is provided to the learner on enrolment.
- 1.4 Smart City Vocational College prohibits discrimination towards any group or individuals in any form, inclusive of:
- Gender
  - Pregnancy
  - Race, colour, nationality, ethnic or ethno-religious background
  - Marital status

- Sexual preference/orientation (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

1.5 Smart City Vocational College Pty Ltd has open, fair and transparent procedures, based on merit for making decisions about:

- the selection of potential learners; and
- the treatment of learners.

Learner recruitment and enrolment processes shall be free from discrimination and are based on the qualification/course entry requirements.

1.6 Potential learners seeking to enrol in a VET unit of study with Smart City Vocational College, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process. Currently, there are no entry requirements for:

- Diploma of Counselling
- Diploma of Business
- Diploma of Horticulture

1.7 Learners are required to complete a Pre-Course Commencement Questionnaire and/or a Language, Literacy and Numeracy Questionnaire prior to being approved to undertake a qualification.

1.8 Evidence will be required for enrolment into a qualification and may include, but is not limited to:

- Certified copies of qualifications previously attained;

- Current resume and references/referees of ones who can attest to the learner's previous experience

1.9 Any of the abovementioned does not prevent Smart City Vocational College taking into account educational disadvantages that a particular learner or potential learner has experienced or the fact that the learner or potential learner may be enrolled via a VET restricted access arrangement.

1.10 Access and equity issues are considered during resource development and the delivery of training and assessment. All learners are treated fairly with regards to the allocation of resources and learners are not disadvantaged because of distance.

1.11 Smart City Vocational College will endeavour to provide premises with appropriate access to those with a physical disability and where our organisation provides training and assessment at other venues, we will work to ensure that venues are accessible to people with a disability.

1.12 Staff of Smart City Vocational College will ensure all learners/clients:

- are treated fairly
- are treated with respect by fellow learners, trainers and other staff
- have access to training records and results
- have their training records and results being stored and maintained in a confidential and secure manner
- receive regular feedback progress

1.13 When required, trainers/assessors will apply reasonable adjustment for a learner's training or assessment. Reasonable adjustment may include:

- modifications to physical environment
- changes to course design, e.g. substituting an assessment task
- changes in schedules and arrangements, e.g. relocating classes to an accessible venue
- modifications to computer equipment
- provision of information or course materials in accessible format, e.g. a text book in braille
- changes in teaching practices, e.g. wearing a microphone to enable a learner to hear class sessions
- supply of specialised equipment or services, e.g. a note taker for a learner who cannot write

1.14 Literacy and Numeracy:

- Staff/trainers will make every effort to maintain the confidentiality of learners language, literacy, or numeracy problems;
- staff or trainers will not make discriminatory or judgmental statements about any learner or other staff member based on the level of language, literacy, or numeracy skills or any other issues
- Recommendations for assistance will be presented to the learner to overcome the skill shortfall
- Specialised training such as that offered by TAFE (or other RTO/organisation) may be recommended

1.15 Individuals who believe they have been treated unfairly are encouraged to use Smart City Vocational College's complaints and appeals procedure. A copy of our Complaints and Appeals Policy and forms are located on our website.

## 2. Scope

This policy and procedure applies to employees of SC Admin Pty Ltd ATF SC Administrative Trust and its associated entities, including Smart City Vocational College Pty Ltd

## 3. Definitions

All definitions are detailed in the Glossary contained at the back of the Policy and Procedure Manual.

**The Act** refers to the Higher Education Support Act 2003

**Learner/s** refers to all persons enrolled in a unit of study who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act; and where the term learner is referred to in this policy, it is deemed interchangeable with the term 'student'

**Potential Learners** refers to all persons seeking to enrol in a VET unit of study that meets the course requirements under sub clause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

### **Fair Treatment**

Smart City Vocational College will treat fairly all Learners and Potential Learners.

## 4. Change Control Record

<b>Date</b>	12 <sup>th</sup> November, 2015
<b>Version</b>	Version 1.2
<b>Description</b>	Amended to include the Diploma of Counselling in 1.6
<b>Author</b>	Ferne Robinson, Compliance Team Leader

## 5. Supporting Documentation

Item	Reference
<b>Forms</b>	
Complaints and Appeals Form	
Withdrawal Form	
Enrolment Form	
Course checklist	
PCCQ – Pre Course Commencement Questionnaire	
LLN Questionnaire	
Assessment Activity Report	
Request for Issuance of Award	
Learner Handbook	
<b>Related Policy</b>	
Complaints and Appeals Policy	
Withdrawal Policy	
Learner Enrolment Policy	

Training and Assessment Policy	
Academic Progression Policy	