

## **POLICY STATEMENT**

Modular Training is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to provide students with the optimal environment to achieve a high level of success. Modular Training will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Modular Training is committed to providing flexible learning and assessment options, allowing students alternatives which recognize the diversity of their individual needs and circumstances aiding them in their learning goals.

Modular Training is committed to ensuring that all its training and assessment policies and procedures incorporate access and equity principles.

Modular Training will ensure:

- \* 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.
- \* nominations and enrolments into training courses and programs will always be conducted in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation, and
- \* all participants/students have equitable access to training resources, facilities, support services, information, trainers and assessors, materials, assessment opportunities, learning opportunities, special needs materials, and equipment.

## **ACCESS AND EQUITY AND CLIENT SERVICE**

### **1.0 INTRODUCTION**

Modular Training, as a registered training organisation (RTO), is committed to providing quality training and assessment in accordance with the Australian Qualifications Framework (AQF). As such, Modular Training is required to have written policies and procedures in place for access and equity issues and customer service. Furthermore, Modular Training is required to ensure that all of its operational policies and procedures incorporate the principles of access and equity. Modular Training is required to set out its access and equity policies in a code of practice document and provide copies of such to all RTO personnel ensuring they adhere to those requirements.

### **2.0 PURPOSE**

The purpose of this document is to outline Modular Training's policy and procedures for access and equity issues for students and customer service. It details Modular Training's commitment to the provision of quality training and assessment.

### **3.0 OBJECTIVE**

The objective of this policy is to ensure that all students have a fair and equitable access to all the Modular Training products and services, free from bias or undue restrictions.

Version	1.0	Document	Access and Equity Policy	Page 1 of 4
Revision Dates	Jan 2021	Document Number	SS-06-05	

**4.0 SCOPE**

This policy covers all training and assessment policies required by the Modular Training.

**5.0 LEGISLATION:**

This policy is subject to compliance with certain Legislations within the mining industry.

**6.0 APPLICATION**

This policy applies to all employees of Modular Training.

This policy is applicable across all training and assessment activities of Modular Training.

**7.0 POLICY PRINCIPLES:**

**7.1 Principles**

**7.1.1** Modular Training abides by access and equity principles.

**7.1.2 7.1.2 Modular Training provides learning opportunities for potential students from equity groups. These groups include;**

- Women.
- Aboriginal people and Torres Strait Islanders.
- Members of racial, ethnic, and ethno-religious minority groups.
- People with a disability

**7.1.3** Modular Training aims to meet the educational needs of all students, irrespective of their background.

**7.1.4** Modular Training provides equal opportunity for all participants regardless of their gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural background, linguistic background, religious belief, geographic location or socio-economic background.

**7.1.5** Modular Training seeks to create a learning environment where all students are respected and can develop their full potential.

**7.1.6** This policy applies to the advertisement of vacancies, recruitment, and training, conditions of employment, pay and, subject to exemptions, to all other aspects of trainer and assessor employment, i.e. contractors/consultants.

**7.2 Special Needs**

**7.2.1** Participants intending to enrol for training with Modular Training are requested prior to enrolment to advise Modular Training if they have any physical or other impairment which may adversely affect their ability to successfully undertake training and assessment.

**7.2.2** Participants with disabilities are encouraged to discuss with Modular Training any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

**7.2.3** Modular Training, in collaboration with the participant, will assess the potential for the participant to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the participants learning. However, no compromise to the integrity of the assessment against competency will be allowed.

Version	1.0	Document	Access and Equity Policy	Page 2 of 4
Revision Dates	Jan 2020	Document Number	SS-06-05	

### 7.3 Language, Literacy and Numeracy

- 7.3.1 Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which Modular Training must abide.
- 7.3.2 Modular Training makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.
- 7.3.3 Where there are entry requirements for courses eg literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment literature.
- 7.3.4 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 for the requirements of the Training Package, Modular 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.

### 7.4 Support Services

- 7.4.1 Educational and support services may include
  - o pre-enrolment materials
  - o study support and study skills programs
  - o language, literacy and numeracy (LLN) programs or referrals to these programs
  - o equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
  - o learning resource centres
  - o mediation services or referrals to these services
  - o flexible scheduling and delivery of training and assessment
  - o counselling services or referrals to these services
  - o information and communications technology (ICT) support
  - o learning materials in alternative formats, for example, in large print
  - o learning and assessment programs contextualised to the workplace
  - o any other services that the RTO considers necessary to support learners to achieve competency.
- 7.4.2 Support services may include;
  - o Adult Migrant English Contacts  
 South Metropolitan TAFE  
 1 Fleet Street  
 FREMANTLE WA 6060 (08) 9336 5629  
  
 Northern Metropolitan TAFE  
 Level 3, 25 Aberdeen Street  
 NORTHBRIDGE WA 6003 (08) 9427 1647
  - o Reading Writing Hotline  
 1300 655 506 or <http://readingwritinghotline.edu.au/>
  - o Australian Council for Adult Literacy  
<http://acal.edu.au/>
  - o Department of Training and Workforce Development  
 (08) 6551 5000
  - o Counselling and personal support  
 AccessEAP 1800818728 or [accesseap.com.au](http://accesseap.com.au)

Version	1.0	Document	Access and Equity Policy	Page 3 of 4
Revision Dates	Jan 2020	Document Number	SS-06-05	

## 7.5 Modular Training Commitment

7.5.1 Modular Training will demonstrate its commitment by:

- o Selecting students according to a fair and non-discriminatory process
- o Making its training relevant for a diverse student population
- o Providing suitable access to facilities and resources
- o Providing appropriate support services
- o Providing appropriate complaints procedures
- o Consulting with relevant industry groups
- o Raising staff, contractor and student awareness of equity issues.

## 8.0 EVALUATION, MONITORING AND REVIEW

The Director Modular Training will monitor, evaluate and review this policy to ensure its appropriateness and effectiveness in:

- the provision of quality training and assessment products and services;
- the provision of quality customer service;
- the compliance with the Australian Skills Quality Authority (ASQA) and the requirements of registered training organisations (RTO); and
- line with the goals and objectives of Modular Training.

## 9.0 PROCEDURES:

Access and equity procedures are embedded in the various Modular Training procedures.

Version	1.0	Document	Access and Equity Policy	Page 4 of 4
Revision Dates	Jan 2020	Document Number	SS-06-05	