



Access, Equity and Fairness Policy

Purpose:	AAOWT ensures that the principles of access and equity in the provision of timely and appropriate information, advice and support services in order to assist clients to identify and achieve their desired outcomes is provided at all times. AAOWT ensures that it meets the needs of individuals without discrimination.
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Document Control			
Version	Date	Authorised by	Change Description
1.1	8/1/2012	CEO	Continuous improvement
2.1	13/5/2012	CEO	Continuous improvement
2016.1	29/07/16	Carol Gibney	Reviewed in line with Standards for RTO 2015

Fair Treatment

AAOWT will treat fairly all Students and Potential Students.
non-discrimination, equality, participation and inclusion

Access, Equity and Client Service

AAOWT applies access and equity principles and provides timely and appropriate information, advice and support services, and assisting clients to identify and achieve their desired outcomes. AAOWT meets the needs of individuals through the fair allocation of resources and the right to equality of opportunity without discrimination.

AAOWT prohibits discrimination (direct or indirect) towards any group or individuals in any form, *inclusive of, but not limited to:*

- Gender;
- Pregnancy;
- Race;
- Colour;
- Nationality;
- Ethnic or ethno-religious background;
- Marital status;
- Sexual preference;
- Age.

Continuous Improvement of Client Services

AAOWT monitors client needs for support services. AAOWT collects and analyses sufficient relevant information to evaluate the need for and delivery of client services. This information is used for the continuous improvement of client services.

Information Prior to Enrolment

The organisation disseminates clear information to each client, prior to enrolment, which includes the following:

- Client selection, enrolment and induction/orientation procedures;
- Course information, including content, learning & vocational outcomes & licensing requirements (where relevant);
- Fees and charges, including the refund policy and exemptions (where applicable);

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- Provision for language, literacy and numeracy assistance
- Client support, including any external support the organisation has arranged for clients;
- Flexible learning and assessment procedures;
- Welfare and guidance services;
- Appeals and complaints procedures;
- Disciplinary procedures;
- Staff responsibilities for access and equity;
- Recognition of Prior Learning (RPL) and mutual recognition arrangements.
- **Third party arrangement 5.2**

See Client Information Procedure

English Proficiency Requirements and Support Students

Students who identify with English as a Second Language (ESL) or who demonstrate difficulty with the English language during their course admission process or studies should contact their Student Adviser to inform them of their difficulties.

The Student Adviser can advise the student of any programs to assist the student with English difficulties to equally participate in College life and course requirements.

VET applicants who identify with ESL must have an academic IELTS score of 6.0 or 5.0 (or equivalent for other tests) depending on the course. These levels have been set to ensure the student will have the ability to successfully engage in their studies and in the chosen vocation at completion of their studies.

The College reserves the right to determine IELTS scores required for specific courses based on professional body and/or professional association requirements and/or as per industry recommendations. At the discretion of the College, prospective students who demonstrate difficulty with English language during their course admission process may be required to undertake an assessment of English language at their own cost and achieve a result at least equivalent to:

Certificate IV, Diploma & Advanced Diploma qualification:

- IELTS 6.0 (overall score)
- Cambridge English: First (FCE 169-175)
- Pearson (PTE) Academic Score of 52 (overall score)
- Paper based (PBT) TOEFL (Test of English as a Foreign Language) score of 537
- Internet based (iBT) TOEFL score of 79.

Certificate II and Certificate III

- IELTS 5.0
- Cambridge English: First (FCE 154-161)
- Pearson (PTE) Academic Score of 40 (overall score)
- Paper based (PBT) TOEFL (Test of English as a Foreign Language) score of 500
- Internet based (iBT) TOEFL score of 61

Workplace Training or Assessment

Where assessment or training is conducted in the workplace, AAOWT negotiates the learning and assessment strategy with the employer and learners. AAOWT works with the employer to integrate any on-the-job training and assessment and schedules workplace visits to monitor/review the training and assessment.

Where an apprenticeship/traineeship training contract is in place or being negotiated, individual training plans are developed, documented, implemented and monitored for each apprentice or trainee, encompassing all relevant off-the-job and structured workplace training and assessment.

See Work Based Training & Assessment Procedure

Support Services

The organisation provides support services depending on the needs of its clients and capacity to provide these services. Information is provided to learners about available support services and any external support arrangements.

AAOWT liaises with students, trainers and assessors, and stakeholders to ensure that the type of intervention selected is appropriate for the student and achieves the outcomes of the learning and assessment program. The organisation monitors the delivery of support services and identifies changes for continuous improvement.

See Support Services Procedure

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Learner Records

AAOWT maintains current and accurate learner records. Learners are informed about how to access their records, including progress records, and how to obtain replacement certification if necessary. Staff are informed of record collection, recording and storage responsibilities. Trainers and assessors must provide accurate and current records of assessment results that lead to a judgement of competence, this is recorded by administration and monitored by management. Staff record keeping is monitored to ensure effectiveness, and changes incorporated into continuous improvement processes.

Learner privacy is maintained at all times. Only authorised staff have access to confidential information. Authorised staff must enter any confidential information accurately and ensure it is secure from unauthorised access. Requests for access to confidential records must be approved by the Chief Executive Officer and be made in writing by the student.

Information collected from and about learners must meet registering body and licensing authority requirements, where relevant.

Complaints and Appeals

AAOWT documents and implements procedures for dealing with customer complaints and appeals in a constructive and timely manner.

Procedures are in place to ensure that:

- Each complaint, appeal and its outcome is recorded in writing;
- Each complaint, appeal & its outcome are recorded in the complaints & appeals register;
- Each appeal is heard by an independent person or panel;
- Each appellant:
 - Has an opportunity to formally present his or her case at no cost, and
 - Is given a written statement of the appeal outcomes, including reasons for the decision.

AAOWT follows up any complaint that is substantiated to ensure that the cause of the complaint is resolved such that the problem will not reoccur.

All records of any complaint or appeal are kept on file. The grievance procedure does not inhibit a student's right to pursue a complaint with the ombudsman.

See Complaints, Grievances and Appeals Policy and Procedure

Student Selection

AAOWT has open, fair and transparent Policy for Admission into a course of study at the Academy.

Potential Students seeking to enrol in a VET unit of study with AAOWT, 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.

Entry requirements into qualifications and units of competency are outlined in the Student Admissions Policy

The above paragraph does not prevent AAOWT taking into account, in making decisions mentioned above, educational disadvantages that a particular Student or Potential Student has experienced or the fact that the student or Potential Student may be enrolled via a VET restricted access arrangement.

See Student Admissions Policy