



Purpose

1. The purpose of this policy is to provide a set of principles which underpin the provision of education services by ALATA in a learning environment which is free from discrimination, harassment and victimisation.
2. In accordance with the Age Discrimination Act 2004 (Cth), Disability Discrimination Act 1992 (Cth), Racial Discrimination Act 1975 (Cth), Human Rights and Equal Opportunity Commission Act 1986 (Cth) and the Sex Discrimination Act 1984 (Cth) ALATA is committed to protecting the rights of each Student and Applicant and to ensuring that no individual will be discriminated against or have their access to courses limited on the basis of:
 - Gender.
 - Sexual orientation
 - Race
 - Religious or political conviction
 - Disability (learning)
 - Age
3. This policy also ensures that training services are also delivered in a non-discriminatory, open and respectful manner.

Compliance References

Standards for Registered Training Organisations (RTOs) 2015

4. The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:
 - a) trainers and assessors to deliver the training and assessment;
 - b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
 - c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
 - d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

Guiding Legislation

5. The development of this policy has been guided by the following Commonwealth acts of parliament:
 - Disability Discrimination Act 1992 (Cth)
 - Human Rights and Equal Opportunity Commission Act 1986 (Cth)
 - Age Discrimination Act 2004 (Cth)
 - Racial Discrimination Act 1975 (Cth)
 - Sex Discrimination Act 1984 (Cth)

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Responsible Person

6. The Chief Executive Officer is responsible for this policy.

Policy

Exclusion

7. Under certain circumstances an individual may be excluded from a particular course or service. Examples of when this is appropriate include, but are not limited to, when:
 - a) The course is based on an occupational qualification which requires a specific ability that the individual does not have, for example First Aid courses require the ability to perform uninterrupted CPR for two minutes and Automotive courses require the ability to use hand tools and other mechanical devices
 - b) An individual has a criminal history which directly impacts on the requirements of the occupation which the course supports, for example licenced industries
 - c) An individual's English language skills are of a level which requires them to undertake training in a language other than those being offered by ALATA in accordance with the relevant Training Package and in accordance with the operational capacity of the college
 - d) An individual has an additional need, for example support for a disability which, after consulting with the list of partner organisations whom ALATA works with to support additional learning and support requirements, ALATA does not have the capacity to support
8. Only in cases where an individual would be unfairly disadvantaged, even following the provision of all reasonably available support, will individuals be excluded from courses and services delivered by ALATA.
9. If and when an exclusion occurs it will first be discussed with the individual to ensure that they understand why the exclusion is being made and to confirm that the exclusion is reasonable and in the best interests of the Student.

Information Prior to Enrolment

10. ALATA disseminates clear information to each individual, prior to enrolment, which includes the access, equity and client services which are offered by ALATA.
11. The information disseminated to each individual prior to enrolment includes, but is not limited to:
 - a) Client selection, enrolment, induction and orientation procedures
 - b) Course information, including content and vocational outcomes
 - c) Fees and charges, including refund policy
 - d) Provision for language, literacy and numeracy assistance
 - e) Client support, including any external support ALATA has arranged for clients
 - f) Flexible learning and assessment procedures
 - g) Welfare and guidance services

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- h) Appeals and complaints procedures
- i) Disciplinary procedures
- j) Staff responsibilities for access and equity
- k) Recognition of Prior Learning (RPL) and credit transfer or national recognition arrangements

Continuous Improvement of Client Services

- 12. ALATA monitors client needs for support services and 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.

See procedure: *Continuous Improvement of Client Services*

Support Services

- 13. ALATA provides support services depending on the needs of its clients and capacity to provide these services. Information is provided to each individual about available support services and any external support arrangements.
- 14. During enrolment any potential needs which an individual may have will be identified. These needs will be discussed with the individual and, if following discussion, a genuine need is identified, the need will be discussed with an external support provider to determine the level and type of support which would best assist the individual
- 15. If the support can reasonably be provided it will be proposed to the individual, including any cost which would be incurred by the individual in accessing the support. It will be the individual's decision whether to proceed or not, unless an exclusion in accordance with this policy is in the individual 's best interests
- 16. ALATA liaises with clients, Trainer and Assessors, and external support service stakeholders to ensure that the type of intervention chosen is appropriate for the individual and the training and assessment program. ALATA monitors the delivery of support services and identifies improvements in accordance with the *Continuous Improvement of Client Services Procedure*.
- 17. ALATA:
 - a) Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race
 - b) Training Products are delivered in a non-discriminatory, open and respectful manner
 - c) Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs
 - d) Facilities are updated to provide reasonable access to clients of all levels of mobility, physical ability and intellectual capacity
 - e) Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population

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- f) Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged
- g) Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals
- h) Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system
- i) Staff and students are required to comply with access and equity requirements at all times

Workplace Training or Assessment

- 18. Where assessment or training is conducted in the workplace, ALATA negotiates the training and assessment strategy with the employer and Student, works with the employer to integrate any on-the-job training and assessment and schedules workplace visits to monitor and review the training and assessment.
- 19. Where an apprenticeship or 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.

Learner Records

- 20. ALATA maintains current and accurate Student records. Students are informed how to access their progress records, and how to obtain replacement certification if necessary.
- 21. Staff are informed of record collection, recording and storage responsibilities. Trainer and Assessors must keep accurate and current records of assessment results that lead to a judgement of competence. Staff record keeping is monitored to ensure effectiveness, and that changes are incorporated into the continuous improvement process.
- 22. Student 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.
- 23. Information collected from and about Students must meet registering body and licensing authority requirements, where relevant.

Complaints and Appeals

- 24. ALATA documents and implements procedures for dealing with customer complaints and appeals in a constructive and timely manner. This includes complaints about support services and processes.
- 25. Procedures are in place to ensure that:

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- a) Each complainant or appellant may be accompanied and assisted by a support person at any relevant meetings and has the opportunity to formally present their case at minimal or no cost
 - b) A written record of the complaint or appeal is kept in the Student's file
 - c) The Student is given a written statement of the outcome, including all details of the reasons for the outcome
 - d) Each complaint or appeal is heard by an independent person or panel
 - e) Each complainant appellant has an opportunity to formally present his or her case, and is given a written statement of the appeal outcomes, including reasons for the decision
26. ALATA follows up any complaint or appeal which is substantiated to ensure that the cause of the complaint is resolved such that the problem will not reoccur.
27. All records of any complaint or appeal are kept on file.

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