

ACCESS, EQUITY AND SUPPORT

POLICY

PURPOSE

The purpose of this policy is to ensure **AUSTSWIM** endeavours to provide fair and equal access of its programs, to every individual including staff, presenters, third-party providers and candidates. AUSTSWIM is committed to upholding fairness and impartiality throughout its activities and will not allow commercial, financial or other pressures to compromise the above. This policy also extends to the identification, access to and provision of information about learning, assessment and other support services offered to candidates to achieve the outcomes.

RESPONSIBILITIES

AUSTSWIM's CEO is firstly responsible to ensure that all areas of its operations are regularly reviewed and that the current Standards for Registered Training Organisations (RTOs) 2015, ISO/IEC 17024 (JAS-ANZ) and any other state-based funding contract obligations are met. The responsibility for implementing policy should become a routine part of all AUSTSWIM staff and course providers.

TERMS AND DEFINITIONS

This policy applies to all current and prospective AUSTSWIM staff members, third-party providers and candidates.

Access and Equity principles are defined in this policy as:

- Fair and equal access to appropriate education and support services for all individuals including staff, third-party providers and candidates.
- Equity for all individuals through fair and appropriate allocation of resources.
- Equitable opportunity for all individuals without discrimination or harassment.
- Increased opportunity for individuals to participate in training programs.
- These principles are supported by relevant state and federal legislation.

| | | | | | | |
|--------------------|--|--------------------------|-------------------------|-----|----------------------|------------|
| Document | POLICY – Access and Equity | | Version | 3.0 | Date of Issue | 01.06.2019 |
| Approved by | General Manager- Education and Communication | RTO Name and Code | AUSTSWIM LTD. 104975 | | Page | 1 of 4 |

Education and support services may include, but are not limited to:

- Pre-enrolment materials.
- Equipment, resources and / or programs to increase access for learners with disabilities and other learners in accordance with access and equity.
- Learning resource centres.
- Flexible scheduling and delivery of training and assessment.
- Counselling services or referrals to these services.
- Information and communications technology (ICT) support.
- Learning materials in alternative formats.
- Learning and assessment programs contextualised to the workplace.
- Any other services that AUSTSWIM considers necessary to support learners to achieve competency.

OVERVIEW

AUSTSWIM is committed to providing a fair and equitable learning and working environment for all candidates, teachers, instructors and its employees. AUSTSWIM aims to provide training and assessment programs and pathways that allow equitable educational opportunities to all individuals through course design, course content, training environments and all aspects of training and assessment processes. Should candidates be experiencing a personal difficulty, AUSTSWIM will make every attempt to accommodate their needs within its capacity. If support for needs exceed AUSTSWIM's capacity, candidates will be referred onto more appropriate external support services.

POLICY GUIDELINES

- ACCESS AND EQUITY

AUSTSWIM maintains the following business practices to support the principles of access and equity:

- Communicating to all individuals the required standards included in policies, procedures and relevant legislation whilst engaged in training programs at AUSTSWIM. This includes information about the complaint resolution and appeals processes.
- Where possible, provide training and assessment services that are relevant, accessible, fair and inclusive, and inform candidates that AUSTSWIM will accommodate their learning needs.
- Identify and remove any barriers to access and participation.
- Implement reasonable adjustments as necessary to ensure delivery and assessment of training programs meets candidate's individual needs.

| | | | | | | |
|--------------------|--|--------------------------|-------------------------|-----|----------------------|------------|
| Document | POLICY – Access and Equity | | Version | 3.0 | Date of Issue | 01.06.2019 |
| Approved by | General Manager- Education and Communication | RTO Name and Code | AUSTSWIM LTD. 104975 | | Page | 2 of 4 |

- Ensure all AUSTSWIM employees interact with all candidates, clients and stakeholders in a courteous, professional and non-discriminatory way.

- REPORTING DISCRIMINATION AND HARASSMENT

All existing and prospective candidates in training and other stakeholders of AUSTSWIM have the right to object to any form of discrimination, and to complain when it takes place. Refer to the AUSTSWIM Complaints and Appeals Policy at <https://austswim.com.au/> regarding information on the complaints process. All AUSTSWIM candidates, teachers, instructors and employees have the right to be treated fairly and to work or conduct their training in an environment free from harassment and / or discrimination and are offered support in learning as required.

SUPPORTING CANDIDATE LEARNING

NEEDS IDENTIFICATION

Candidates' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- Discussion with the candidate prior to enrolment by gathering information about each candidate's personal details inclusive of a candidate's language and cultural diversity, disability and prior formal and informal learning undertaken throughout schooling or workplaces, and encouraging candidates to seek recognition for this through the RPL or Credit Transfer process if appropriate.

REASONABLE ADJUSTMENT

AUSTSWIM recognises that not all candidates learn in the same manner, and that with an amount of reasonable adjustment, candidates who may not learn best with traditional learning and assessment methods may achieve good results. AUSTSWIM will attempt to make reasonable and necessary adjustments to meet the needs of a variety of candidates.

| | | | | | | |
|--------------------|--|--------------------------|-------------------------|-----|----------------------|------------|
| Document | POLICY – Access and Equity | | Version | 3.0 | Date of Issue | 01.06.2019 |
| Approved by | General Manager- Education and Communication | RTO Name and Code | AUSTSWIM LTD. 104975 | | Page | 3 of 4 |

REFERENCES AND KEY DOCUMENTS

Related Legislation and Publications and Key Documents

- Commonwealth Legislation
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- WA Equal Opportunity Act 1984
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Place Gender Equality Act 2012
- Fair Work Act 2009
- New South Wales Anti-Discrimination Act 1977 (NSW)
- Victoria Equal Opportunity Act 2010 (VIC)
- Victoria Racial and Religious Tolerance Act 2001
- AUSTSWIM Candidate Information Guide
- Presenter and Staff Handbook
- AUSTSWIM Code of Conduct
- Complaints and Appeals Policy
- CLAUSE 1.3: Standards for Registered Training Organisations (RTOs) 2015
- CLAUSE 1.7: Standards for Registered Training Organisations (RTOs) 2015
- CLAUSE 5.2: Standards for Registered Training Organisations (RTOs) 2015
- CLAUSE 8.5-8.6: Standards for Registered Training Organisations (RTOs) 2015

| | | | | | | |
|--------------------|--|--------------------------|-------------------------|-----|----------------------|------------|
| Document | POLICY – Access and Equity | | Version | 3.0 | Date of Issue | 01.06.2019 |
| Approved by | General Manager- Education and Communication | RTO Name and Code | AUSTSWIM LTD. 104975 | | Page | 4 of 4 |