



PP003 Fair Treatment and Equal Opportunity Policy and Procedure

1. Purpose

- 1.1. The purpose of this Policy is to ensure that Austral College is committed to providing all staff, students and prospective students with a fair working and learning environment.
- 1.2. Austral College is committed to the concept of equal opportunity and takes action to support practices that enhance equality in the workplace and the learning environment.
- 1.3. Austral College values and respects diversity and provides an environment that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.

2. Scope

2.1. This Policy and Procedure applies to all:

- Current staff members
- Prospective students of Austral College
- Current students of Austral College
- Students engaged under a contract for services.

2.2. All staff of Austral College may be directly affected by this Policy and Procedure.

3. Authority

- 3.1. The Victorian Campus Manager is responsible for effective implementation and management of this Policy. Any complaints or breaches in relation to this Policy and Procedure should be reported to the Victorian Campus Manager by email to: info@australcollege.com.au. The Victorian Campus Manager will provide information on ways to resolve complaints of breaches of this Policy and Procedure.
- 3.2. The Victorian Campus Manager is responsible for consistent implementation of this Policy and Procedure and may provide advice on ways to resolve complaints of breaches of this Policy and Procedure.
- 3.3. This Policy and Procedure is issued on the authority of the CEO. The CEO has overall responsibility for the management and review of this policy and procedure. Any complaints or breaches in relation to this Policy that involve the Victorian Campus Manager should be reported to the CEO or by email to: info@australcollege.com.au



PP003 Fair Treatment and Equal Opportunity Policy and Procedure

4. Definitions

- **Access** is the right to obtain or make use of services and products regardless of racial, religious, ethnic, cultural or language backgrounds or physical attributes.
- **ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body.
- **Discrimination** refers to unfair or less favourable treatment based on the following, actual or assumed, personal characteristics as defined under Commonwealth and State laws.
- **Equity** is the state, quality, or ideal of being just, impartial, and fair.
- **Fair treatment** is upholding the right of all individuals to be treated with fairness, equity and dignity and providing training and working environment free of unlawful discrimination and harassment.
- **Fee for service** is a place in which students are required to pay tuition fees.
- **Fee Payer** means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.
- **Material Fee** means an amount that either fully or partly covers the cost of materials for the course.
- **Potential Student** refers to all students seeking to enrol in a VET unit of study or qualification.
- **SRTOs** means the Standards for Registered Training Organisations (RTOs) 2015.
- **Student** refers to all students enrolled in a VET unit of study or qualification.
- **The Act** refers to the *Higher Education Support Act 2003 and Education and Training Reform Act 2006*
- **Tuition Fee** means the amount that Austral College charges a student for a course.

5. Procedure Statement

5.1. All Austral College staff are committed to implementing processes that will ensure fair treatment and equal opportunities for staff and students.

5.2. Fair treatment and equal opportunity are supported by legislation that includes but is not limited to the following:

Federal Legislation:

- Age Discrimination Act 2004 (Cth);
- Australian Human Rights Commission Act 1986) (Cth);
- Disability Discrimination Act 1992 (Cth);
- Racial Discrimination Act 1975 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Work Place Gender Equality Act 2012 (Cth); and
- Fair Work Act 2009 (Cth).



PP003 Fair Treatment and Equal Opportunity Policy and Procedure

State Legislation:

- Equal Opportunity Act 2010 (VIC)
- Anti – Discrimination Act 1991 (QLD)
- Anti – Discrimination Act 1977 No 48 (NSW)
- Equal Opportunity Act 1984 (WA)
- Equal Opportunity Act 1984 (SA)
- Anti- Discrimination Act 1998 (TAS)
- Anti – Discrimination Act 1992 (NT)
- Discrimination Act 1991 (ACT)

5.3. Austral College will implement an effective Fair Treatment and Equal Opportunity Procedure in accordance with applicable legislation.

6. Requirements, Process & Procedure

6.1. Fair Treatment

- Austral College will treat all Students and Potential Students fairly. Austral College has a fair treatment ethic and this policy which outlines how those who interact (prospective students, students, staff, and visitors) with Austral College are treated.
- Specific information is detailed in, yet not limited to, the following Austral College’s Policy and Procedures:
 - Access and Equity.
 - Privacy.
- All policies and procedures are available on the website www.australcollege.com.au
- Potential Students seeking to enrol in a course or unit(s) of study with Austral 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 as for all students.
- Entry requirements are detailed on the course outlines and described during enrolment sessions.

6.2. Equal Benefits and Opportunities

- As a VET Provider, Austral College will have open, fair, and transparent decision-making procedures that are based on merit:
 - the selection of prospective students who seek to enrol with Austral College in a VET course or unit(s) of study that meets the course requirements; and
 - the treatment of students who are or would be undertaking a VET course of study.



PP003 Fair Treatment and Equal Opportunity Policy and Procedure

6.3. Application of Merit

- The application of merit in decision-making processes involves Austral College considering each application on a case-by-case basis and avoids applying inflexible policies that preclude eligible applicants from having their application considered.

6.4. No income tests

- Austral College does not apply an income test when making decisions about a student's eligibility for payment plans.

6.5. Educational disadvantage

- When making decisions about the selection of students, Austral College takes educational disadvantages that a particular student has experienced into account. Austral College does not use 'proxy indicators' of educational disadvantage in the absence of clear evidence that all students in such a group necessarily suffered educational disadvantage. Such proxy indicators are not used because they assume that all people who satisfy the proxy condition (e.g., being from a low-income group or being from a rural area) have necessarily experienced educational disadvantage. Austral College considers a particular student's specific circumstances before deciding if the student has actually suffered educational disadvantage.

6.6. Student and admission process

6.6.1. Applications for admissions:

- Potential students seeking to enrol in a qualification with Austral 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 as in the course accreditation or training package documentation.

6.6.2. Pre-enrolment

- All potential students are provided with information, including a course brochure that details the accredited course, code, VET subject of study and vocational outcomes. Brochures are accompanied by general course information (or details of access through the website) providing:
 - selection processes
 - course content and outcomes
 - fees, charges, and refund policy
 - fair treatment, equal benefits, and opportunities processes
 - language, literacy, and numeracy assistance
 - learning support arrangements
 - learning strategies and methods



A.

PP003 Fair Treatment and Equal Opportunity Policy and Procedure

- welfare and guidance services
- complaints and appeals processes
- Austral College's approach to access and equity
- skills recognition processes
- privacy requirements
- Prospective student enquiries are all directed to the Student Administration Officers that has the appropriate course knowledge. Prospective students are encouraged to attend information sessions or to discuss details specific to their chosen course with the Student Administration Officers.

6.6.3. Selection of Students

- Student selection will be principally based upon merit and fairness consistent with specified published and transparent entry requirements as detailed in the course accreditation or training package documentation.
- Austral College will ensure that throughout the process of selection and admission, applicants are treated fairly, courteously, and expeditiously.
- Entry criteria and application procedures are published in Austral College's marketing material and on Austral College's website to inform current students and prospective students seeking to enrol with Austral College.

6.6.4. Enrolment of students

- Austral College has open, fair, and transparent procedures, based on merit for making decisions about:
 - the selection of potential students; and
 - The treatment of students.
- The applicant completes and signs enrolment form and returns to Austral College. A student's enrolment is formalised when it's entered in the Student Management System.

6.6.5. Recognition

- Austral College has mutual recognition processes for credit transfer where students have completed equivalent studies with other Registered Training Organisations. It also has processes for recognising work and life experiences which are relevant to competencies to be undertaken in a VET course of study. Any queries concerning selection procedures, prerequisites, recognition of prior learning, policies and procedures should be directed to the Student Administration Officers at info@australcollege.com.au



PP003 Fair Treatment and Equal Opportunity Policy and Procedure

6.6.6. Induction

- All enrolled students are offered an induction. This is to confirm responsibilities and to provide further information regarding student services, facilities, vocational services, policies and procedures and Austral College resources.
- Students have access to a current Student Handbook summarising Austral College policies and procedures, course information, and student responsibilities. Any queries concerning the selection procedures and prerequisites should be directed to info@australcollege.com.au

6.6.7. Student Grievance Procedures

- Austral College has student grievance procedures in place to address complaints regarding academic and non-academic matters by current students and prospective students seeking to enrol with Austral College.
- Austral College addresses academic and non-academic complaints, appeals or other matters in an effective and efficient way, these student grievance procedures are available in the Student Handbook at www.australcollege.com.au

6.6.8. Academic Matters

- Academic matters may include issues related to student progress, assessment, curriculum, and awards in a course. For more information, please refer to Students Complaints and Appeals Policy and Procedure.

6.6.9. Non-academic matters

- Non-academic matters may include issues which do not relate to student progress, assessment, curriculum, and awards in a course. These matters include complaints regarding personal information that Austral College holds in relation to a student.
- Non-academic grievances can arise from events occurring or from decisions made by Austral College and cover issues such as financial matters, fines and payments, application procedures, exclusions from events and facilities, harassment, vilification, discrimination, and the use or misuse of personal information. For more information, please refer to Students Complaints and Appeal Policy and Procedure.

6.6.10. Complaints Process

- Austral College has arrangements for handling complaints that:
 - Are easily accessible to students
 - Are provided at no cost and which encourage timely resolution of complaints
 - Include provision for independent internal investigation of complaints which remain unresolved

**A.**

PP003 Fair Treatment and Equal Opportunity Policy and Procedure

- Include provision for external review of decisions made following any internal investigation and a mechanism for considering any recommendations arising from external review
- Are complete, unambiguous and are agreed to and ratified by Austral College
- Do not discriminate or victimise
- Are communicated to staff who are trained in their application
- Specify reasonable timelines for responses
- Allow third party representation
- If requested, provide reasons and a full explanation in writing of decisions and actions taken and require confidential accurate records of all grievances to be kept for at least 5 years.
- Students or those seeking to enrol with Austral College are entitled to access the student grievance procedures, regardless of the location of the campus at which the grievance has arisen, the students place of residence or the mode in which they study.

6.6.11. Publication

- The Fair Treatment Policy and Procedure will be made available to students enrolled with Austral College through publication on the website www.australcollege.com.au and in the Student Handbook.
- The Fair Treatment Policy and Procedure was agreed to and ratified by Austral College’s Board of Directors.

7. Related Documents

- Student Handbook
- PP002 Access and Equity Policy and Procedure
- PP015 Complaints and Appeals Policy and Procedure
- PP004 Privacy Policy and Procedure
- PP013 Credit Transfer and RPL Policy and Procedure
- PP019 Pre-training Review and Enrolment Policy and Procedure

8. Review Date

12 months from the date of this version, or as required.

9. Version History

Version	Date	Action	Prepared by	Approved by
V1.0	24/10/2024	Initial Review	Candice Taylor	Desi Kasimiotis