

Purpose:

This policy demonstrates Hunter Valley Training Company's commitment to provide equal opportunity training for all students.

Relevant RTO Standards:

SNRs 1.5 – 1.7, 5.1 – 5.2 and 6.1 – 6.2

Scope:

This policy applies to all Company Directors, employees, contractors and students involved in the training and assessment provided by the Registered Training Organisation (RTO).

Responsibilities:

The implementation of this policy is the responsibility of the Chief Executive Officer as registered with the Australian Skills Quality Authority (ASQA). Staff adherence to this policy is the responsibility of managers and supervisors of the RTO operations for their direct reports. Student adherence to this policy is the responsibility of the individual.

Document Owner:

RTO Chief Executive Officer and RTO Operations Manager as registered with ASQA.

Policy:

The RTO is dedicated to creating a learning environment that provides fair opportunities to all students, which eliminates as far as possible any potential to unfairly discriminate against its students, and which demands that all stakeholders demonstrate appropriate professional, respectful behaviour to others at all times. The RTO will provide all relevant access and equity principles, legislation and regulatory requirements.

The RTO is dedicated to providing learning and assessment facilities, resources and additional support services, where required and practicable that meet the individual needs of our students and the agreements made with them. Where the need for support is identified, the RTO will endeavour to provide appropriate student support strategies as required.

In the event that a student wishes to make a complaint or an appeal, the RTO will have processes in place to effectively address these requests in a timely manner.

Students will be made aware of all aspects of the service and their rights and obligations, including their responsibility for the implementation of this policy through the provision of pre-course information, Induction and the Student Handbook. The RTO will provide its customers with the opportunity for feedback as a mechanism to collect, analyse and act on relevant data to improve its services.

The RTO will undertake thorough and compliant assessment services that meet the requirements of the Training Package, Principles of Assessment, Rules of Evidence, workplace and regulatory requirements that have been systematically validated. These assessments will include recognition of prior learning and current competencies held by a student. Reasonable adjustment in delivery of training and assessment will be considered to meet individual student needs.

The RTO commits to the provision of timely access to current and accurate records regarding student participation and progress as well as recognising qualifications from other RTO's.

Definitions:

ASQA – the Australian Skills Quality Authority is the national registering body for Australian RTOs

Chief Executive Officer – the person listed with ASQA as the key executive accountable for RTO operations for HVTC.

Related Documents:

Student Handbook

Student Enrolment Procedure

Student Induction Procedure

Opportunity for Improvement
Form

RPL and RCC Procedure

RTO Procedure Manual

Complaints Policy & procedure

Appeals Policy and procedure

Signed:



Sharon Smith
Chief Executive Officer

Approved by the BOD on 1st September 2016

Due consideration has been given to legislation that may have been pertinent in the development of this policy. The relevant components have been incorporated and are again considered when conducting the policy review process.