

1. Policy

What is access and equity?

This policy is to promote fair and equal access, for all candidates and potential candidates, regardless of characteristics such as their gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability or intellectual impairment.

This policy seeks to create a training and education environment free from all forms of discrimination and harassment, including sexual harassment, and which enables all candidates to understand the education program in which they are enrolled/wishing to enroll to their full potential. Access and equity covers three broad areas:

Discrimination, harassment and affirmative action. Each of these areas is supported by legislation at the State or Federal level; this 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).

State legislation:

- Australian Capital Territory Discrimination Act 1991 (ACT);
- New South Wales Anti-Discrimination Act 1977 (NSW);
- Northern Territory Anti-Discrimination Act 1996 (NT);
- Queensland Anti-Discrimination Act 1991 (QLD);
- South Australia Equal Opportunity Act 1984 (SA);

- Tasmania Anti-Discrimination Act 1998 (TAS);
- Victoria Equal Opportunity Act 1995 (VIC); and
- Western Australia Equal Opportunity Act 1984 (WA).

2. Scope

TLC Learning Pty Ltd is an equal opportunity employer and is committed to developing policies and practices that eliminate discrimination and harassment in the workplace and also its education, training and development programs, and in the provision of its services.

TLC Learning has a legal responsibility to ensure that all reasonable steps have been taken to prevent discrimination and harassment from occurring in the workplace and training environment.

TLC Learning is committed to providing a fair and equitable learning and working environment for all candidates and TLC Learning personnel. In offering education program(s) as part of TLC Learning Registered Training Organisation (RTO) status we aim to provide learning programs and pathways where; program design, course content, training facilities and all aspects of the training and assessment process are available in a way that allows equality of educational opportunity to all candidates.

3. Policy statement

Access and equity ensures fairness and can be achieved through practices that are free from bias or discrimination. It provides individuals with the opportunity to access, participate in, and, achieve outcomes of vocational education and training.

The manager of TLC Learning will be responsible for the implementation of the above access and equity legislation and timely distribution to its employees and clients.

All new employees employed under TLC Learning will be required to complete a RTO specific induction. Through the induction process the principles of access and equity will be highlighted.

TLC Learning ensures:

- TLC Learning, through all of its staff and stakeholders, adopts and implements an inclusive, non-discriminatory approach to all that it does in respect of potential and

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existing clients and learners, including but not limited to recruitment, selection and provision of training, assessment and support services

- Principles of access and equity are embedded in all TLC Learning processes that affect outcomes for clients and learners
- TLC Learning maximizes the outcomes for all clients and learners through responsiveness to their individual needs
- Equitable access is available for all learners and clients to quality training and assessment services, opportunities, activities and choices, organizational facilities equipment, resources and personnel
- TLC Learning through its staff identifies and is responsive to at all times, to the diverse needs of all stakeholders within the constraints of available resources
- TLC learning is compliant with the provisions of the Federal and State anti-discrimination and equal opportunity legislation and regulations at all times.
- Access and equity principles are incorporated into the development and deployment of new TLC Learning products, services, policies, procedures, practices and/or systems
- Unlawful discrimination does not exist whatsoever or is eliminated in all areas of TLC Learning operations, activities, environment and practices
- The protection afforded to all individuals under the law is upheld in all that TLC Learning does and that TLC Learning is in full compliance with all Federal and State anti-discrimination and equal opportunity legislation and regulations at all times.

Procedure, actions and responsibilities

Equal opportunity and access and equity requirements apply to TLC Learning personnel and candidates who are enrolled in any education program offered by TLC Learning RTO. Each candidate has the right to be treated fairly and to conduct their training in an environment that is free from harassment and/or discrimination. TLC Learning's personnel have a responsibility to support and promote the principles of equality. TLC Learning personnel and candidates must respect the rights of others and to treat colleagues and candidates fairly. It is unlawful to harass or otherwise victimize another candidate because he or she has lodged a

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complaint of harassment or victimization, or because he or she has assisted in the investigation of such a complaint.

Action	Responsibility
<p>TLC Learning is committed to working in compliance with State and Commonwealth laws governing anti-discrimination and equal opportunity. This policy is intended to guide the equitable access to educational programs offered under the RTO to such groups including but not limited to:</p> <ul style="list-style-type: none"> • People from culturally diverse backgrounds • Indigenous Australians • Unemployed individuals • People living with disabilities • People from rural and remote areas • Members of disadvantaged groups 	<p>RTO personnel</p>
<p>TLC Learning’s RTO manager is responsible for overseeing and implementing all areas of equity and access practices within the day to day operations of the RTO. The RTO manager is responsible in the first instance for any queries relating to equity and access, and for escalating any unresolved issues to the CEO TLC Healthcare for further action.</p>	<p>RTO manager CEO TLC Healthcare Other related parties</p>
<p>TLC learning puts its commitment to access and equity into practice by:</p> <ul style="list-style-type: none"> • Identifying and removing any barriers to access and 	

<p>participation;</p> <ul style="list-style-type: none"> • Ensuring all products and services offered under the RTO are free from limitation to users based on age, gender, physical, mental, social or other protected characteristics; • Ensuring all candidates and prospective candidates are informed that TLC Learning will accommodate their learning needs; • Implementing reasonable adjustments as necessary to ensure delivery and assessment of all programs meet individual candidate needs; • Ensuring all practices are free from discrimination; • Where possible delivering education, training and assessment programs and services that are relevant, accessible, fair and inclusive; and • All candidates are provided with information about access and equity issues and TLC Learning’s complaint resolution process. <p>Access and equity principles are communicated to candidates using the following methods:</p> <ul style="list-style-type: none"> • Course guide • TLC Learning website 	<p>RTO personnel</p>
<p>TLC Learning personnel will observe the organisation wide commitment to access and equity requirements by ensuring:</p> <ul style="list-style-type: none"> • Information and policies relating to access and equity are in place and readily available to all prospective candidates and TLC learning personnel; • TLC Learning personnel are aware and informed of equal opportunity guidelines and dispute resolution processes and procedures; • All TLC Learning personnel undertake induction and have the opportunity to undertake ongoing professional development that ensures they have the knowledge and understanding to 	

<p>implement the policies and procedures of the organisation in relation to access and equity, and are able to communicate and support all prospective Candidates to achieve their learning goals:</p> <ul style="list-style-type: none"> • All TLC Learning personnel interact with prospective candidates in a courteous, professional and non-discriminatory way. Access and equity principles are communicated to TLC Learning personnel through the following methods: • Staff induction training • Access to organizational policies and procedures in the DMS • Annual professional development activities 	
<p>The selection and recruitment of staff complies with accepted personnel recruitment standards and organizational policies and procedures encompassing the principles of equal employment opportunity and access and equity.</p>	

Making a complaint

All candidates have the right to object to discrimination or harassment in any form, and to complain when such discrimination takes place. For full information on the complaint or grievance process please refer to the TLC Learning complaints and appeals policy.

Associated documentation

- Course guide
- Staff induction materials
- TLC Learning & TLC Healthcare policies and procedures
- TLC Learning and TLC Healthcare staff code of conduct
- TLC Learning complaints and appeals policy
- TLC Learning complaints and appeals form

4. Related documents

- 4.1 Admissions and enrolment policy and procedure
- 4.2 Pre-training review policy and procedure
- 4.3 Language literacy and numeracy policy and procedure
- 4.4 Training and delivery policy and procedure
- 4.5 Assessment policy and procedure
- 4.6 Access and equity policy
- 4.7 Disabilities policy
- 4.8 Disabilities procedure
- 4.9 Sexual harassment procedure
- 4.10 Employee code of conduct procedure
- 4.11 Complaints and appeals policy
- 4.12 Privacy and confidentiality policy
- 4.13 Learner handbook
- 4.14 Learner code of conduct
- 4.15 Privacy and confidentiality policy and procedure
- 4.16 Learner support and welfare policy and procedure