

## Purpose

This policy outlines the obligations and commitment of Western Business School to promote and provide a fair and equitable environment for staff and clients that is free from any form of discrimination, harassment and vilification.

## Scope

This policy applies to all current and prospective RTO staff and students.

The policy and procedure has been designed to support the Standards for Registered Training Organisations 2015 including, but not limited to:

Standard 1	Clause 1.3 - Accessible learning resources
	Clause 1.7 - Support learners
Standard 5	Clause 5.2 - 5.3 - Inform learners
Standard 7	Clause 7.2 - Legislation

Government funded contracts:

- New South Wales - Smart and Skilled Contract
- Victoria – Skills First Contract 2018 – 2019

## Responsibility

- The General Manager is responsible for implementation of this policy and procedure.
- The National Operations and Administration Manager is responsible for maintaining this policy and procedure.
- All staff, including, but not limited to, trainers, assessors and administration are responsible for upholding this policy and procedure.
- All Students and clients of Western Business School are responsible for upholding this policy and procedure.

## Policy

1. All staff and students will adhere to the principles and practices of equity in education and training and support those who are disadvantaged.
2. Training and employment services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment and those with disabilities will be encouraged to apply.
3. Learners will have access to resources suitable to meet their needs and will be provided resources to assist with their learning.

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Page 1 of 3

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4. Students will not be denied access to services offered by WBS where they are deemed eligible for the training product.
5. Access an equity, information about enrolment will be made available in hard copy and soft copy formats. All students will be have the opportunity to be adequately informed about their course. This includes, but is not limited to:
  - Fees, refunds and charge,
  - Complaints and appeals processes
  - Privacy
  - Program outline – including durations and amount of training.
6. WBS acknowledge its' legal obligations under State and Federal equal opportunity laws that include, but are not limited to:
  - The Sex Discrimination Act 1984 (Cth)
  - The Disability Discrimination Act 1992 (Cth)
  - The Privacy Act 1988 (Cth)
    - i. Privacy principles
  - Working with Children Act 2005 (Vic)
  - Disability Discrimination Act 1992 (Cth)
  - Charter of Human Rights and Responsibilities Act 2006 (Cth)
7. WBS will treat every student, staff member and contractor fairly and without discrimination, bullying and harassment, regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.
8. WBS acknowledge the legal rights of all to access a safe workplace and study environment and will not tolerate any forms of bullying, harassment or vilification.
9. We support the rights of all to object to harassment or discrimination and undertake to protect those who use this right responsibly against backlash or unfair treatment.
10. We recognise harassment as any physical or verbal conduct which is unwelcome, intimidating or offensive. Harassment may be a single example of offensive behaviour or repeated examples of such behaviour regardless of whether or not it has been indicated by an individual as unacceptable.
11. The complaints and appeals policy and procedure forms part of this access and equity policy.
12. The complaints and appeals processes will be made available to all parties and in hard copy and electronic formats.
13. The Student Support Services Policy forms part of this access and equity policy. Where possible, a range of support services or appropriate referrals will be provided to participants with special needs.
14. The policy will be reviewed at least annually and / or when required due to changes in legislation, or organisational policy.
15. The continuous improvement register will be updated when changes to the policy occur.

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### Procedure

1. All staff and contractors will ensure all students/employers receive fair and equitable services within their scope of responsibility.
2. All staff and contractors hold the responsibility to maintain a safe work and study environment free from discrimination and harassment.
3. All students are provided with information outlining the behavioural expectations of WBS, including discrimination, bullying and harassment through the Participant Information Handbook.
4. Staff and contractors will provide all students suitable and appropriate access to learner resources and student information.
5. WBS maintains an up to date website, ensuring information is accurate and accessible.
6. Students will be individually assessed on their ability to undertake training in the qualification applied for and WBS ensures the process complies with relevant equal opportunity legislation and the criteria outlined in the qualification as per training.gov.au.
7. Updates and changes to the policy are recorded in the continuous improvement register.

### Related documents:

- Complaints and Appeals Policy & Procedure
- Student Support Services Policy
- Fees and charges policy
- Statement of fees
- Participant Information Handbook