



Access & Equity Policy

Purpose

The purpose of this policy is to ensure all learners have fair, inclusive and equitable access to the RTO's training and assessment services. The RTO is committed to providing a learning environment free from discrimination and harassment, supporting the diverse needs of learners, and removing barriers that may affect participation or completion. This policy outlines the principles and actions the RTO takes to support equity, diversity and access in line with the Registration Standards 2025 and relevant equal opportunity legislation.

This policy aligns with the Registration Standards 2025, including Quality Area 2 – VET Student Support and Quality Area 4 – Governance, particularly Standards 2.5 – Diversity and Inclusion, 4.3 – Risk Management and 4.4 – Continuous Improvement.

Scope

This policy applies to all RTO personnel involved in the delivery, assessment, support or administration of training. It covers all learners and prospective learners, including those seeking enrolment, those currently enrolled, and those accessing learner support services.

The policy applies to all training environments, including classroom, practical training, online delivery, workplace assessment and third-party arrangements. The RTO is committed to providing culturally safe learning environments, including for Aboriginal and Torres Strait Islander learners and learners from all cultural backgrounds.

Overview

This policy outlines the RTO's commitment to providing fair, inclusive and equitable access to training and assessment for all learners. It ensures learners are supported to participate fully in training, free from discrimination, harassment or victimisation, and that the RTO meets its obligations under the Registration Standards 2025, equal opportunity laws and anti-discrimination legislation. The RTO recognises and responds to the diverse needs of learners, including those requiring additional support, reasonable adjustment or culturally safe learning environments.

Policy

The RTO will create and maintain a training and education environment that is free from discrimination, harassment, bullying and victimisation and supports all learners to reach their full potential. The RTO will provide an inclusive learning environment for all learners.

The RTO uses a non-discriminatory learner selection process that allows access for all members of the community who meet the course entry requirements. Access to course venues and services will not be limited on the basis of any characteristic protected under relevant State and Commonwealth anti-discrimination and equal opportunity legislation (for example age, sex, gender identity, sexual orientation, cultural background, disability, family or caring responsibilities, religion or belief).

To provide access and equity, the RTO will:

- provide learners with information about suitable training options based on their individual needs and the entry requirements of the training product

Name of document:	Access & Equity Policy		
Version Number: 4.1			Location: Quality Area 2 – Learner Support and Protection
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- provide clear pre-enrolment information that explains available programs and entry requirements
- give learners as much relevant information as practicable prior to enrolment
- ensure trainers and assessors understand and respect learner diversity and inclusive practice
- ensure trainers and staff understand their obligations regarding discrimination, harassment and victimisation
- provide staff with periodic professional development on access, equity and inclusive practice

Roles and Responsibilities

CEO

- Ensures the RTO maintains effective access, equity and learner support arrangements in accordance with the Registration Standards 2025 and relevant legislation.
- Provides governance oversight of access and equity practices, learner support arrangements and identified risks.
- Reviews significant concerns, complaints or systemic issues relating to access and equity.
- Ensures appropriate resources and systems are available to support inclusive training practices.

Quality and Compliance Officer

- Monitors access and equity practices to ensure alignment with RTO policies, procedures and regulatory requirements.
- Reviews feedback, complaints, incidents and improvement opportunities relating to access and equity.
- Monitors identified risks and ensures relevant actions are managed through continuous improvement processes.
- Provides compliance information and identified risks to the CEO.

Administration Manager

- Supports the implementation of access and equity processes through effective operational management.
- Ensures administration processes support learner access, information provision and learner support arrangements.
- Supports staff understanding of access and equity responsibilities.
- Escalates learner concerns, barriers or operational issues where required.

Administration Officer

- Provides clear and accessible pre-enrolment information to support all learners.
- Supports learners to access information, services and support where required.
- Maintains relevant records relating to access, equity and learner support processes.
- Escalates learner concerns or incidents relating to access, discrimination or harassment.

Trainers and Assessors

- Deliver training in a manner that is respectful, inclusive and culturally safe.
- Identify learners who may require additional support or reasonable adjustment.
- Ensure training and assessment practices are fair and non-discriminatory.
- Respond appropriately to learner concerns and escalate matters in accordance with RTO procedures.
- Report observed or disclosed discrimination, harassment or cultural safety concerns.

Learners

- Treat others with respect and contribute to a safe and inclusive learning environment.
- Raise concerns if they experience discrimination, harassment or barriers to participation.
- Use the RTO's Complaints and Appeals process to raise concerns.

Review

This policy is reviewed at least annually and earlier if required due to changes in legislation, the Registration Standards 2025, RTO operations, or feedback from learners, staff or third parties. Updates are reviewed by the Quality and Compliance Officer and approved by the CEO. Changes are communicated to staff and learners where relevant.

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Related Policies and Documents

- Code of Practice
- Informing Protecting Learners Policy
- Learner Education & Support Services Policy
- Reasonable Adjustment Policy
- Complaints & Appeals Policy
- Assessment Systems Policy and Procedure
- Training Staff Policy
- Record Management Systems Policy
- Continuous Improvement Policy
- Risk Management Safety Policy
- Refund, Fees and Learner Suitability Policy
- Feedback Policy and Procedure

Associated Forms and Documents

- Complaints & Appeals Form
- Complaints & Appeals Register
- Records of Conversation
- Continuous Improvement Register

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