



Learner Fair Treatment and Equal Opportunity Policy

Policy Category:	RTO Operational Policy
Policy Number: 2.018	Date written: November 2015
Related Governance / Enabling Policies:	Access and Equity Policy, OH&S Policy, Equal Opportunity Policy
Related Operational Policies:	Learner Recruitment, Enrolment and Induction Policy
Related Standards:	<i>Standards for Registered Training Organisations (RTOs) 2015.</i> <i>2017 Standard VET Funding Contract</i> <i>VET Student Loans Act 2016</i> <i>VET Student Loans Rules 2016</i>
Related Legislation:	<i>Higher Education Support Act 2003</i> <i>Equal Opportunity Act 2010 (VIC)</i> <i>Racial and Religious Tolerance Act 2001</i> <i>Sex Discrimination Act 1984,</i> <i>Racial Discrimination Act 1975</i> <i>Disability Discrimination Act 1992</i> <i>Disability Act 2006 (VIC)</i> <i>Working with Children's Act 2005 (VIC)</i> <i>Human Rights and Equal Opportunity Commission Act 1986</i> State legislation and various occupational health and safety legislation
Policy Owner	Manager Adult Learning
Person(s) Responsible for Policy:	All staff Adult Learning

Vision

For those who teach and care for children, Gowrie Victoria champions good early childhood education and care. Because when children learn we all grow.

Purpose

The purpose of this policy is to outline Gowrie Victoria's commitment and guidelines to the fair treatment and equal opportunity for learners. Gowrie Victoria respects our prospective, current and past learners and staff. Gowrie Victoria is committed to a fair and equitable environment that respects diversity, is safe, supportive and is free from all forms of discrimination, bullying and harassment. We want all people to succeed and offer fair and equitable opportunity to all.

Scope

This policy applies to all Gowrie Victoria employees with responsibilities for the recruitment, enrolment, training, assessing, support and induction of learners, past, current and / or potential.

Principles

The principles of fairness, equity, access and equal opportunity underpin this policy and are identified in detail in the related organisational policies.

Guidelines - Enrolment

Any person can seek to enrol in a VET unit of competency or unit of study with Gowrie Victoria. Each potential learner will be assessed for entry to study via published entry requirements. Our learner selection procedure for all potential learners involves an application assessment appointment. The appointment includes an oral interview and an online language, literacy and numeracy assessment to be completed by the potential learner. At this time they also complete the relevant enrolment,

declaration and payment forms.

These documents are then reviewed by a facilitator and an Administration officer. Recommendations are then made by the facilitator to the potential learner about their suitability for their nominated qualification and if determined as suitable, official enrolment takes place. Where the facilitator finds that an alternative pathway (qualification) may be more appropriate, this will be discussed with the potential learner. If the learner agrees, enrolment takes place. Gowrie Victoria's goal is to assist potential learners to be successful in undertaking and completing their qualification.

This process is explained to all potential learners prior to their application assessment appointment. This ensures the process is transparent, fair and one where decisions are based on merit. The process is also published on Gowrie Victoria's website.

Where Gowrie Victoria determine that a potential learner may not be suitable for their nominated qualification, a referral to other institutions for foundations courses in English language, literacy and numeracy (LLN) may be offered. Additionally, successful applicants and current learners may be recommended to attend study support classes. These classes are offered by Gowrie Victoria to learners at no additional cost. They are regular and facilitated by a facilitator. There is no need to book in for these sessions as they are available for all learners who can simply turn up to any / or all classes.

Learner Eligibility Requirements for VET Student Loan Learners

A Gowrie Victoria learner may access a VET Student Loan if they:

- are an Australian citizen, or
- a permanent 'humanitarian' visa holder who is usually resident in Australia, or
- a qualifying New Zealand citizen (holder of a Special Category Visa),
- are enrolled in at least 1 eligible unit of study in an approved course,
- have not exceeded their FEE-HELP limit,
- meet the Tax File Number (TFN) requirements , and
- have a valid Unique Student Identifier (USI).

Learner Eligibility Requirements for Skills First Program Learners

A Gowrie Victoria learner may access a Skills First Program funding if they:

- are an Australian citizen, or
- a holder of a permanent visa, or
- a New Zealand citizen, and
- are enrolling and commencing training in a qualification prior to 31 December 2017, and
- don't hold a qualification that is on the same level or higher than the one they are enrolling in.

In addition a potential learner is only eligible to:

- commence 2 subsidised qualifications in a calendar year,
- undertake 2 qualifications at any one time,
- commence 2 qualification at the same level in their lifetime .

Further information in regards to eligibility can be found on our website: www.gowrievictoria.org.au

Throughout engagement as a learner

On-going support: past, present and future learners

Gowrie Victoria's Workplace Assessors support learners, employees and trainees during practical work placements, through scheduled visits to their workplace. Facilitators maintain regular contact with learners through classroom instruction, assessment marking, phone and email communication.

The Learner Services team is available each business day to support all learners: past / present and future with their queries and can be contacted on:

1300 446 974

Training@gowrievictoria.org.au

36 Newry Street

Carlton North VIC 3054

If there is a dispute or complaint by a learner, the learner can use the Learner Complaints and Grievance Policy & Procedure to have this addressed. These can be found on Gowrie Victoria's website: www.gowrievictoria.org.au

Where there is a problem or a complaint about a learner by a 3rd party or by a facilitator, Gowrie Victoria will follow the principles of Natural Justice and implement the following process:

Informal complaint / issue

The facilitator, assessor or Team Leader Learning Design & Delivery may raise an issue with a learner at any time during their course. The learner will be invited to an informal meeting in writing and offered the option of bringing a support person to attend.

Formal complaint / issue

A formal complaint lodged by a learner is passed on to the Team Leader Learning Design & Delivery. The Team Leader LD&D (or their delegate) will organize a meeting with the learner and support person (if the learner wishes) and with any other relevant Gowrie Victoria staff member, as required.

The learner will be given the opportunity to answer the details of the complaint.

The Team Leader TD&D (or their delegate) will consider the details and discuss appropriate action which could include:

- Dismiss complaint
- Agree on specific changes that need to be implemented to address issues raised. These changes will be detailed and time bound.
- Provide a written warning to the learner which will have an end date
- Withdrawal from course

The Team Leader Learning Design & Delivery will provide a written statement to the learner detailing actions arising from the meeting. If there are changes to be made the dates and person reviewing the changes must be noted on the documentation and the learner may be requested to attend subsequent meetings.

Definitions

For the purposes of this policy the following applies:

The Act – VET Student Loans Act 2016

Learner/s - all current, past or potential

Potential Learner - refers to all persons seeking to enroll in a VET unit of study or unit of competency that meet the course requirements prescribed in sub clause 4.7.1 of the Act and/or the 2017 Guidelines for Determining Student Eligibility and Supporting Evidence.

Publication

Access to the Fairness and Opportunities Policy will be made available those seeking to enrol with Gowrie Victoria. A controlled version is available on our website: www.gowrievictoria.org.au

<p>Related Documents/Procedures/Forms: Learner Recruitment, Enrolment and Induction Policy</p>	<p>Location: S:\1 Tools to do the job\4 Policies and Procedures CURRENT POLICIES\RTO Operational Policies\Learner Fair Treatment and Equal Opportunity Policy</p>
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It is the responsibility of each employee, or those mentioned within the policy scope, to ensure that they are aware of changes and updates to policies. All employees must ensure that they have the most current version of a policy. Please refer to the electronic policy for the most current version.

Employee acceptance of and agreement with Policy content and conditions:

Name:	Signature:	Date:
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Human Resource/ Manager witness:

Name:		Signature:		Date:
Date	Version	Author	Revision Description	
November 2015	1	Manager RTO	New Policy	
August 2017	2	Compliance Coordinator	Updating on address and legislation and inclusion of Skills First and adding complaints process	

Policy Name: Learner Fair Treatment and Equal Opportunity Policy
Version: 2