

## **Access & Equity Policy**

The RTO's Management and staff provide assistance to all clients to identify and achieve their desired learning outcomes. The RTO is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

### **Procedures**

In the event of hardship a client can apply for a fee concession from the mandatory student fee in the ACT. An application for Fee Waiver can be provided by the RTO from the ACT Education and Training Directorate.

The access and equity policy of the RTO is provided within the code of practice displayed within the RTO's Reception area.

The access and equity policy of the RTO is explained within the Staff induction procedure within all staff recruitments.

The access and equity policy of the RTO is described within the Staff & Trainers manual.

Special client needs will be identified through initial contact with reception and enrolment staff, receipt of application materials, and orientation events prior to the commencement of training and or assessment.

All of the RTO's staff must follow the principles of fairness and flexibility in workplace assessment.

Where a conflict between other the RTO's policies is recognised in applying the RTO's access and equity policy, the staff member will report the conflict to the RTO's Management.

Access and equity training and assessment adjustments (reasonable adjustment) must be reported to the next management meeting.