

Access and Equity Policy and Procedure

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Owner	Operations Department	Approved By		CEO	



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1. POLICY

IQY Australia Pty Ltd T/A IQY Technical College ensures to outline its commitment to access and equity, both in terms of service provision and internal organisation processes, and to providing a framework for its implementation throughout IQY Institute.

2. PURPOSE

The purpose of this policy is to ensure that people with different needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, color, race, gender, religion, sexuality, family responsibilities, or location. The IQY Technical Collegestaff, trainers and assessors adhere to the principles and practices of access and equity in the provision of education and training services.

3. SCOPE

This policy applies to all the current staff members and students of the Institute; and any person engaged under a contract for services.

4. DEFINITIONS

Access: refers to the ability to enter training regardless of racial, religious, cultural or language backgrounds or physical attributes.

Equity: Equity is about ensuring that all people have the supports that they need to access, participate and achieve to the same level.

Discrimination: Refers to unfair or less favourable treatment based on the following actual or assumed personal characteristics as defined under Commonwealth and State laws.

Harassment: Any unwelcome or uninvited acts or behaviours that may humiliate, intimidate, or offend a person including written, electronic, verbal, non-verbal or physical acts or behaviours.

Racial Vilification: Occurs where a person engages in conduct that incites hatred, serious contempt, revulsion or severe ridicule against another person or group of people, because of their race or religious belief or activity.

Responsiveness: services should be sensitive to the particular needs of clients from diverse cultural and linguistic backgrounds and to be as responsive to them as possible.

Prejudicial Behaviour: includes discrimination on the basis of age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location.

Reasonable adjustment: Adjustments that can be made to the way in which evidence of student performance can be collected to ensure that learners receive training, assessment and support services that meet their individual needs irrespective of ability/disability.

Social Justice: implies fairness and mutual obligation in society: that we are responsible for one another, and that we should ensure that all have equal chances to succeed in life.

5. REQUIREMENTS, PROCESS AND PROCEDURE

5. The IQY Technical College supports and adheres to the following principles of Access and Equity;

Access

Learning should be available to everyone who is entitled to them and should be free of any form of discrimination irrespective of a person's country of birth, language, culture, race or religion.

Equity

Training and learning resources should be developed and delivered on the basis of fair treatment of clients who are eligible to receive them.

Communication

IQY Technical College will inform eligible clients of services and their entitlements and how they can obtain them. IQY Technical College will also consult with its clients regularly about the adequacy, design and standard of its training programs.

Responsiveness

IQY Technical College will be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds and responsive as far as practicable to the particular circumstances of individuals.

Effectiveness

Training and learning programs and support services will be focused on meeting the needs of clients from all backgrounds.

Efficiency

IQY Technical College will optimise the use of available resources through a user-responsive approach to training and student service, which meets the needs of clients; and collect relevant data to enable it continuously to improve its programs and services.

Accountability

Through its senior management and relevant governance bodies, the IQY Technical College will assume the responsibility of implementing the Access and Equity principles.

5.2 IQY Technical College will embed and support substantive equality in its policies and procedures, ensuring they do not directly or indirectly discriminate against any group in the community.

5.3 IQY Technical College will recognise and respond to the needs of diverse groups of learners by encouraging and implementing flexible and innovative styles of training delivery and assessment that address academic and non-academic barriers.

5.4 IQY Technical College will seek to enhance accessible learning and career pathways for people from diverse backgrounds through recognition of prior learning policy and processes that incorporate equity principles, and by developing flexible entry points and pathways in its learning programs.

5.5 IQY Technical College will ensure that the training environment is free from all forms of harassment, discrimination and racial vilification at all times and that all training and assessment staff understand their obligations and responsibilities regarding safety and wellbeing of all students.

5.6 IQY Technical College will provide access and equity information to all the new staff as part of its induction program and also include the information in the IQY Staff Handbook.

Meeting Client Needs:

- IQY Technical College shall ensure that it adequately facilitates equipment, resources and/ or programs to increase access for students with disabilities and other students in accordance with access and equity principles;
- IQY Technical College will ensure that all the prospective students receive adequate information on their intended course of study, student services, learning environment, rights, responsibilities, resources and other relevant pre-departure information prior to enrolment;
- To address specific learning and/or development needs of the clients (e.g. LLN, Welfare), IQY Technical College will refer students to either internal or external support programs/ agencies through its student support services;
- Students will have timely access to their academic records including participation and progress;

IQY Technical College will collect and analyse client feedback and satisfaction data through its scheduled surveys to ensure that its programs and services are effective in meeting its clients' needs and requirements.

6. APPEAL

In the event that IQY fails to act in an equitable manner, any candidate, student or staff member is encouraged to complete a complaint form to have the issue or event investigated. This will be conducted in the line with the Complaint and Appeals Policy. The result will be communicated to the complainant as per the policy.

7. RESPONSIBILITY

The Chief Operations Officer is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

VET Coordinator is responsible for maintenance of this policy in their respective academic areas.

The CEO has overall responsibility for the implementation and review of this policy and procedure.

8. RELATED DOCUMENTS

Related Documents

- Student Handbook
 - Staff Handbook
 - Student Complaint and Appeal form
 - Complaints and Appeals Policy and Procedure
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