
Purpose:	The purpose of our Fair Treatment & Equal Opportunity Policy is to underscore our unwavering commitment to fostering an inclusive and equitable environment. This policy serves as a guiding framework, affirming our dedication to treating all individuals with fairness and dignity. By upholding these principles, we aim to create a workplace and learning environment that respects diversity, eliminates discrimination, and ensures that every person, regardless of background, enjoys a fair and unbiased experience.
Scope:	This Policy applies to all MultiSkills staff, contractors, students (learners) and any relevant third parties.
Responsibilities:	The CEO is ultimately accountable for adherence to this policy.
Standards:	Standards for Registered Training Organisations 2015 State and Territory Funding Contracts Age Discrimination Act 2004 (Cth) Racial Discrimination Act 1975 (Cth) Disability Discrimination Act 1992 (Cth) Sex Discrimination Act 1984 (Cth) Australian Human Rights Commission Act 1986 (Cth) Charter of Human Rights and Responsibilities Act 2006 (VIC) Disability Act 2006 (VIC) The Equal Opportunity Act 2010 (VIC) Racial and Religious Tolerance Act 2001 (VIC) Child Safe Standard (Vic)
Tools:	This policy is supported by the <i>Student Code of Conduct</i> , <i>Employee Code of Conduct</i> , <i>Child Safety and Wellbeing Policy</i> , <i>Continuous Improvement Register</i> , <i>Student Handbook</i> , <i>Staff Handbook</i> , <i>Complaints and Appeals Form</i> , <i>Complaints and Appeals Register</i> .

Overview

MultiSkills is committed to the principles of access and equity. We promote a fair and equitable environment for students seeking to enrol, current students, staff, and other clients with a learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.

MultiSkills seeks to create a learning environment where all students are respected and can develop their full potential. All students are given fair and reasonable opportunity to attend and complete training. Our aim is to set up students for success.

MultiSkills treats all prospective students equally and fairly. MultiSkills has implemented open, fair, and transparent procedures that are based on merit for making decisions about:

- The selection of individuals who seek to enrol; and
- The treatment of individuals undertaking courses.

MultiSkills undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services.

Definitions

Access and Equity

Services 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, religion.

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

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Disadvantaged Groups

Includes groups who traditionally have been under-represented in Vocational Education and Training such as:

- People with a disability
- Aboriginals and Torres Strait Islanders
- Women
- People from non-English speaking backgrounds
- People in rural and remote areas
- Long term unemployed
- Recent migrants and refugees
- Other groups that may be considered vulnerable

Prospective Students

Refers to persons enquiring, expressing interest in, or wishing to enroll into an MultiSkills course.

Students

Refers to students who are currently enrolled in a MultiSkills course.

Clients

Refers to non-students which may include:

- Employers
- Schools
- Other third parties that have paid for costs of training on behalf of students

Student Selection

MultiSkills is an equal opportunity company and does not discriminate against or favour groups that may be considered vulnerable or as having special needs when recruiting prospective students.

Gender

MultiSkills recognises that our courses develop skills and knowledge for vocations that are traditionally male dominated.

MultiSkills is required to collect gender information under government reporting requirements.

We do not discriminate on basis of gender as part of our selection process and encourage females, gender X, intersex, and transgender students to apply for courses.

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Minimum Entry Requirements

Each course has an entry selection requirement which is listed on our website. Entry selection requirements will vary from course to course and may include:

- Minimum age
- Prerequisite unit
- Language, literacy, and numeracy level (in line with the Australian Core Skills Framework levels)
- Physical health requirements

Disability, Health and Medical Conditions

If you have a disability, health, or medical condition, you are welcome to apply for our courses. Some of our courses have a physical health requirement. If you think that you may not meet the requirement for a specific course that you are interested in, we encourage you to contact us. We may be able to make a reasonable adjustment so that we can accommodate your learning needs.

Reasonable adjustments may include, but are not limited to:

- Use of aids or assistive technology such as hearing aids, PC-tremor control, speech to text software, etc.
- Use of external trained support persons such as note takers or interpreters
- The provision of learning materials in alternative formats
- Flexible scheduling

Please note that if you cannot meet the inherent requirements of the course, even with adjustments, then you will not be able to successfully complete the course. Where this is the case, MultiSkills will advise you as soon as practical and may recommend alternatives. These alternatives may include recommending another course or qualification (which may or may not be provided by MultiSkills).

Language, Literacy and Numeracy (LLN)

Each qualification has a minimum recommended entry level against the following five core skills against the Australian Core Skills Framework (ACSF):

- Learning
- Reading
- Writing
- Oral Communication
- Numeracy

The LLN Assessment used by MultiSkills is generated by LLN Robot <https://llnrobot.com.au/>. LLN Robot is the first assessment tool approved by the Federal Department of Education and Training and the VET Student Loans (VSL) Secretary after reviewing its accuracy in validly and reliably determining student LLN levels as part of the VSL implementation process. Being an approved tool, it is appropriately verified and evaluated using evidence-based assessment. Using trigger word and phrase analysis software developed by The Learning Resources Group, LLN Robot have determined the ACSF profile of every current national unit of competency from Certificate 1 to Diploma. The ACSF scores for units/qualifications are sourced directly from publications provided by training package owners (SSO/former ISC), otherwise they are calculated by the LLN Robot system.

Prospective students may be required to undertake a Language, Literacy and Numeracy (LLN) evaluation prior to an enrolment being accepted.

If a student does not meet the minimum level in each of the core skills, the RTO Delegate will evaluate whether a student could commence the course if they were provided additional support.

If you feel that you would need extra support, please let the enrolment officer know.

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Age

All of our courses have a minimum age requirement. This is either 16 or 18 years of age in line with vocational requirements of the qualification being undertaken.

We do not have a maximum age requirement and do not discriminate on age (with the exception of meeting minimum age requirements).

Please refer to our *Child Protection and Safety Policy* for more information regarding our obligation to meeting the Child Safe Standards.

Race, Culture, Religion

Persons of different race, cultures and religion are welcome to apply. We do not discriminate against students based on these factors.

We do not discriminate against persons with indigenous backgrounds. If you are of Aboriginal and / or Torres Strait Islander background, we encourage you to apply.

After Commencement

Cultural or Religious Requirements

If you have religious or cultural requirements such as required prayer times or attending festivals or celebrations, please make your trainer or our student support team aware so that we may accommodate your needs. This could include rescheduling your classes or adjusting activities where needed.

Dietary Requirements

If we are providing catering, we will ask students if they have any dietary requirements.

Harassment

No form of harassment is tolerated at MultiSkills. Harassment includes the following behaviours:

- Verbal, written and physical harassment
- Unwanted sexual advances
- Bullying
- Violence
- Vilification
- Victimisation and / or ostracisation
- Inappropriate comments in the classroom and or on social media
- Hazing

MultiSkills staff, students and staff working on worksites (where training being undertaken by MultiSkills is occurring) all have an obligation to ensure a learning environment that is free from harassment. Students who participate in harassment of MultiSkills staff or other students will be disciplined. Depending on the seriousness of the behaviour a warning may be issued. In serious cases, students participating in harassment may not be able to continue. Likewise, any MultiSkills staff found to be participating in harassment will also be disciplined as per internal policies. Staff of worksites who participate in harassment activities, will be reported to the worksite supervisor.

Illegal Behaviour

Illegal behaviour of any kind is not tolerated.

Where potentially unlawful conduct has occurred, MultiSkills will alert the appropriate authorities. Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to

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maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality.

Medical or Health Issues that arise after you Commenced

If you develop a short term or long term medical or health issue after you commence that may affect your ability to participate in training, please let your trainer know.

We will see if we can accommodate your needs. This may include, but is not limited to:

- Altering delivery order of units
- Making reasonable adjustments to assessment methodology
- Adjusting your training plan
- Altering assessment due dates
- Having a study break

Confidentiality

We respect and acknowledge that matters relating to access and equity may be of a sensitive nature.

As such, we apply strict confidentiality to your information and only relevant staff are privy to this information.

Grievances, Complaints and Appeals

Please refer to our 'Complaints and Appeals' Policy and our 'Complaints and Appeals' Procedure which can be found on our website: www.multiskills.com.au under the 'Resources' page.

Review free from Victimisation or Discrimination

MultiSkills will ensure its complaints and appeals policy and procedures are free from victimisation or discrimination. A Complainant will not be victimised or discriminated against for:

- seeking review or reconsideration of a decision; or
- using the MultiSkills processes or procedures about dealing with grievances.

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