



RTO	City-Wide Building & Training Services Pty Ltd (RTO ID 91138)
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Policy: Fair treatment and equal opportunity

Overview

City Wide Building and Training Services (CWBS) is committed to the principles of access and equity. We promote a fair and equitable environment for students, prospective students 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

CWBS 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.

CWBS treats all prospective students equally and fairly. CWBS 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.

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

This policy specifically deals with entry to CWBS courses and general principals of access and equity. For more details on specific access and equity issues, the following policies should also be referred to (all documents can be found on our website: www.cwbts.com.au under the 'Key Links and Documents' page):

- Vulnerable persons (including children)
- Student support and welfare
- Language, Literacy and Numeracy
- Grievances, complaints and appeals
- Privacy



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.

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 a CWBTS course.

Students

Refers to students who are currently enrolled in a CWBTS 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

CWBTS 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

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

CWBTS 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.

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
- Pre-requisite unit or qualification
- Language, literacy and numeracy level (in line with the Australian Core Skills Framework levels)
- Physical health requirements
- Current employment status

Disability, health and medical condition

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:

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

Details of how we approach this is outlined in our Student Support and Welfare policy.

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, CWBTS 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 CWBTS).



Language, Literacy and Numeracy

Each qualification has a minimum recommended entry level against the following five core skills:

- Learning
- Reading
- Writing
- Oral Communication
- Numeracy

All prospective students 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 LLN Coordinator 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.

For further details on this process, please refer to our Language, Literacy and Numeracy policy which can be found on our website: www.cwbts.com.au under the 'Key Links and Documents' page.

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.

Students who are under 18 years of age at time application must have their application signed by a parent or legal guardian.

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

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 special cultural or religious requirements that you must meet, please let your trainer know. We respect all cultural and religious traditions and will best try to accommodate your needs.

Examples of this include, but are not limited to:

1. If you are Catholic and need to attend Ash Wednesday and you have a site visit or class scheduled for that day, we can adjust your start time or change dates
2. If you are Muslim and need to say prayers at key times, let your trainer know so that he or she can adjust break times to best suit your needs (and if class based, can let know of a suitable location for prayers)
3. If you are required to fast on key days, let your trainer know (particularly if you are doing a unit that involves manual labour, lifting heavy items etc) we may adjust activities to take account your physical needs on the day
4. If you have a feast day that you need to attend, we can reschedule a site visit

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 CWBTS. Harassment includes the following behaviours:

1. Verbal, written and physical harassment
2. Unwanted sexual advances
3. Bullying
4. Violence
5. Vilification
6. Victimisation and / or ostracisation
7. Inappropriate comments on social media
8. Hazing

CWBTS staff, CWBTS students and staff working on worksites (where training being undertaken by CWBTS is occurring) all have an obligation to ensure a learning environment that is free from harassment.

Students who participate in harassment of CWBTS 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 CWBTS 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, CWBT S will alert the appropriate authorities. Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to 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 commence

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:

1. Changing remaining unit elective selections
2. Altering delivery order of units
3. Making reasonable adjustments to assessment methodology
4. Adjusting your training plan
5. Altering assessment due dates
6. Having a study break

Your trainer may involve our Student Welfare Coordinator to see if other strategies may benefit you.

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.

Please refer to our Privacy Policy which is located on our website www.cwbts.com.au.

Complaints

Please refer to our 'Grievances, complaints and appeals' policy.