

P-1.18 ACCESS & EQUITY

1.18.1 Purpose

This policy is designed to ensure that ECTARC adheres to the principles of access and equity and maximises its outcomes for clients. Policies and approaches are aimed at ensuring VET are responsive to the individual needs of the client, where they may present a barrier to access, participation and the achievement of suitable outcomes.

Individual needs may include, but are not limited to:

- LLN level
- disability
- rural and remote location
- sexuality
- age
- gender
- cultural or ethnic background
- unemployment

1.18.2 Scope

This policy reflects the legislative requirements of the:

- Standards for NVR Registered Training Organisations 2012
- Anti-Discrimination Act 1977 (NSW)
- Work Health and Safety Act 2011
- Disability Discrimination Act 1992
- Disability Service Act 1993 (NSW)

1.18.3 Definition of Reasonable Adjustment

Reasonable adjustment refers to measures or actions taken to provide a client the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for the RTO and must be allowable within rules defined by the training package.

Reasonable adjustment incorporates the provision of resources for functional assistance to a client to enable equitable participation in ECTARC facilities. It may include:

- modifying or providing equipment
- changing assessment procedures
- changing course delivery
- modifying a premises / facilities

1.18.4 Deployment

ECTARC aims to provide inclusive VET programs and services, supported by commitment to quality, client responsiveness and equity.

1.18.4.1 Improving Outcomes for Clients with Individual Need(s)

All services provided by ECTARC are available to clients with individual need(s). ECTARC offers flexible delivery modes, quality teaching, staff development and reasonable adjustment to facilitate positive outcomes. ECTARC ensures equitable application and

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access to clients with individual need(s) by providing information and a physical environment appropriate to clients' need(s). Quality assurance and regular evaluation will be incorporated into management and reporting processes.

1.18.4.2 Client Service

ECTARC will establish the needs of clients and delivers training, assessment and support services to meet these individual needs.

ECTARC promotes quality by recognising the importance of client service, setting standards for the delivery and development of programs and services and regularly monitoring and evaluating programs and services for improvement.

1.18.4.3 Employee Development

All employees will have access to internal and external staff development opportunities relating to specific issues of clients to facilitate equitable participation and positive outcomes for clients. Refer P-1.14 Employee Training and Development Policy and SP-7.2 Professional Development Procedure.

1.18.4.4 Provision of information

All clients have the right to access information about all relevant entry and program requirements prior to enrolment. Consultation between employees and relevant paraprofessional/professionals will also be encouraged.

1.18.4.5 Training Packages

ECTARC will implement inclusive practice in line with the requirements of the applicable training package to facilitate equitable participation for all clients. The inclusion policy will be reflected in delivery design, monitoring and evaluation. Aspects to be reviewed include:

- Learning styles
- Delivery modes
- Assessment
- Language and communication access
- Adaptive equipment/technology

Reasonable adjustments may include:

- Adjusting the sequence of units
- Providing/customising the learning outcomes
- Extending the program duration
- Providing mixed mode delivery
- Customisation of Assessment (Refer: SP-10.8 Customisation Procedure)

1.18.5.6 Learning opportunities for clients

Teaching and learning opportunities for clients will be maximised via the provision of the least intrusive and most advantageous teaching methods and environments. Reasonable adjustments may include:

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- interpreters
- prior access to notes/handouts
- verbal, visual, enlarged, audio, computer, plain English rewrites or other adaptive forms of program materials
- one to one presentation of the material
- appropriate positioning of the client within the learning environment

Where necessary clients will be offered alternative modes of skill acquisition and early childhood industry experience. All program materials will be provided in an accessible format.

1.18.5.7 Client Responsiveness

All Clients have access to ECTARC's P-1.13 Complaints Policy and SP-5.2 Complaints Handling and/or external appeals to the Human Rights and Equal Opportunity Commission or to the Anti-Discrimination Board.

New Policy <input type="checkbox"/>	Reviewed Policy <input checked="" type="checkbox"/>
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Approved by: _____ Date : ___/___/___