

Pioneer International College Policy & Procedure **Access, Equity, Disability, Inclusion, Diversity, Welfare,** **Wellbeing and Student Support**

Purpose

The purpose of this policy is to ensure that RTO complies with the relevant legislation under which the Registered Training Organisation is bound and to ensure the RTO delivers a transparent, effective and efficient Access, Equity, Disability, Inclusion, Diversity, Welfare and Wellbeing support and process.

This Access, Equity, Disability, Inclusion, Diversity, Welfare, Wellbeing & Student Support Policy is based on providing and maintaining training services that reflect fair and reasonable opportunity for all students and staff, regardless of race, color, religion, gender or physical disability allowing everyone to freely participate in training in a harassment free environment. This policy reflects our commitment to the Australian Democratic Principles for Education and the Education and Training Reform Act 2006. To ensure the RTO provides fair access to education and training, supports diverse learner needs, and promotes student welfare, wellbeing, inclusion and success.

The RTO is committed to:

- Providing equitable access to training and assessment
- Supporting learners with diverse backgrounds and abilities
- Providing reasonable adjustments for learners with disability
- Promoting inclusive learning environments
- Supporting learner welfare, wellbeing and safety
- Ensuring learners receive appropriate support services
- Meeting the requirements of the Standards for Registered Training Organisations (RTOs) 2025

Legislative and Regulatory Framework

This policy is informed by the following legislation:

- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Fair Work Act 2009
- Australian Human Rights Commission Act 1986
- Privacy Act 1988
- Relevant State or Territory Anti-Discrimination legislation
- Standards for Registered Training Organisations 2025

Scope

Pioneer International College's CEO and Managers are responsible for student and all stakeholders' equity.

The CEO and Managers are to ensure staff act according to this policy and all students are made aware of their rights and responsibilities pursuant to this policy. Access and equity apply to all staff regardless of position or status.

PIC Responsibilities

To meet the basic principles of access and equity being:

- 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; and.
- Increased opportunity for people to participate.
- Create an inclusive and safe environment
- Ensure that students with disabilities are treated equally with respect and are supported to complete their studies in an environment that caters to their needs in a fit for purpose environment.
- To protect the rights of all persons both human and as a consumer by way of reasonable adjustment to the learning environment and support services including referrals through process and practices.

It is the PIC's legal responsibility to ensure that harassment does not occur in the workplace. Complaints will be investigated in a confidential manner and action will be taken to ensure that the harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred.

PIC will not victimise or treat any person unfairly for making a harassment complaint.

Management Responsibilities

- The CEO will not condone nor engage in harassing behaviour.
- The CEO is responsible for ensuring that all staff are aware of the harassment policy and that complaints will be dealt with in accordance with the terms of the Complaints and Appeals Policy.
- The CEO will maintain the confidentiality of all complaints. If the CEO feels that they are not the appropriate person to deal with the complaint, the CEO will refer the matter to a member of the management team for action.

Employee Responsibilities

Employees are to ensure that they do not engage or encourage any form of harassment and must immediately report any form of harassment towards themselves or other people in the workplace to their supervisor or manager.

Student responsibilities

Students are to ensure that they do not engage or encourage any form of harassment and must immediately report any form of harassment towards themselves or other people in campus or to their trainer.

The RTO operates under the following principles:

- *Access* - All learners have the right to fair access to education and training regardless of background or personal circumstances.
- *Equity* - Training opportunities will be provided without discrimination and barriers to participation will be minimized.
- *Inclusion* – PIC promotes an environment where all individuals feel respected, valued and supported.
- *Disability Support* - Learners with disabilities will be supported through reasonable adjustments that enable fair participation in training and assessment. They may be referred to services such as:
 - Counselling services
 - Community support organisations
 - Disability support agencies
 - Mental health services.
- *Welfare and Wellbeing* - Learner mental, emotional and physical wellbeing will be supported through appropriate services and referrals. This may include:
 - Guidance from trainers or support staff
 - Referral to external services such as counselling
 - Flexible learning arrangements where appropriate
 - Assistance accessing community services.
- *Student Support* - Learners will receive appropriate academic and personal support to assist them in completing their training successfully.
 - Academic learning support
 - Study skills assistance
 - LLND support

- Cultural support where possible
- Disability support
- Digital literacy support
- Career guidance and employment pathways.

Trainers and Assessors

Trainers and assessors must:

- Identify learner support needs as early as possible
- Provide reasonable adjustments where appropriate:
 - Modified learning materials
 - Additional time for assessments
 - Alternative assessment methods
 - Assistive technology
 - Flexible learning arrangements
 - Additional trainer support.

Above listed adjustments must:

- Maintain the integrity of the qualification
- Be documented and agreed with the learner
- Comply with training package requirements.
- Deliver training in an inclusive and supportive manner
- Refer learners to support services when required
- Maintain confidentiality of learner information.

Student Support Staff

Student support staff will:

- Assist learners to access support services
- Provide guidance on academic and wellbeing issues
- Coordinate reasonable adjustments
- Maintain records of support provided.

Guidelines

PIC will not accept any form of discrimination, and we will apply the following rules in support of access and equity:

- a. All staff are to be given fair and reasonable opportunity to participate in relevant decision-making processes and the allocation of resources and services as required to fulfill their duties and responsibilities.
- b. All students are to be given fair and reasonable opportunity to attend and complete training.
- c. Deficiencies are to be investigated to determine whether a breach or policy discrepancy exists, and if so, the impact of that breach or deficiency and how the policy should be amended to eliminate the breach or deficiency.
- d. All perceived deficiencies in the Access and Equity Policy are to be documented, assessed and reviewed at the annual or scheduled review.

Equal Opportunity Legislation

Equal Opportunity Legislation protects those in the training system. This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful.

Discrimination

Discrimination occurs when a person is treated less favorably than others due to the person's circumstances, characteristics or beliefs. Pioneer International College is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training.

Target Groups are defined as:

- a. Aboriginal and Torres Strait Islanders
- b. People with a disability
- c. People from non-English speaking backgrounds
- d. People in transition and other special groups (i.e. people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalized.
- e. Women
- f. People from regionally isolated communities

- **Direct Discrimination** - Direct discrimination takes place when a person, organisation or group of persons is treated less fairly than others on the basis of stereotyped beliefs or views.
- **Indirect Discrimination** - Indirect discrimination includes rules, practices or policies which appear to be non-discriminatory and equally applicable but operate in such a way that either an individual or certain groups of people are excluded without just cause.

Workplace Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed, then their ability to do their work is affected as they often become stressed and suffer health problems.

Harassment may result from behaviour, which is not intended to offend or harm, such as jokes or unwanted attention; however, this does not mean that it is lawful.

Harassment will NOT be tolerated at the Pioneer International College. If harassment occurs, the person responsible will be subject to disciplinary procedures. Disciplinary action will be taken against any employee or student involved in such behaviour. This may include termination of employment and removal of the student from the training course.

Serious cases of harassment may constitute a criminal offense.

Harassment - Management

Where any individual feels they are being harassed, they are advised to firstly tell the person to stop, that their behaviour is unacceptable and that they must not do it again. It is important to say these things to the person harassing you as they may interpret silence as a form of acceptance or consent to their behaviour. If the individual feels too frightened or embarrassed to say anything to the person, advise your trainer or supervisor who will deal with the matter promptly.

If the behaviour does not stop, inform your trainer or supervisor. It is a good idea to make a written note of any harassment, including details of dates, times, witnesses, what happened and what was said or felt. Be honest with whoever is appointed to investigate your complaint as this will enable the appropriate action to be taken. If the complainant feels the incident should be reported, they are encouraged to complete an Incident or Complaint Report.

Types of Harassment

There are many types of harassment. These can range from direct harassment such as abuse, threats, name calling and sexual advances; to less direct forms such as the creation of a hostile work environment, but where no direct attacks are made on an individual.

Sexual Harassment

The most common form of harassment is sexual harassment. Examples of sexual harassment include, but are not limited to:

- a. Unwanted touching
- b. Sexual innuendo propositions
- c. Nude pin-ups and posters
- d. Obscene telephone calls
- e. Wolf whistles

Verbal Harassment

Examples of verbal harassment include, but are not limited to:

- a. Sexual comments, advances or propositions
- b. Lewd jokes or innuendos
- c. Racist comments or jokes
- d. Spreading rumors
- e. Comments or jokes about a person's disability, pregnancy, sexuality, age or religion
- f. Repeated questions about one's personal life
- g. Belittling someone's work or contribution in a meeting
- h. Threats, insults or abuse
- i. Offensive obscene language
- j. Obscene telephone calls, unsolicited letters, faxes and emails

Non-Verbal Harassment

Examples of non-verbal harassment include, but are not limited to:

- a. Leering (e.g. staring at a woman's breasts)
- b. Putting offensive material on notice boards, computer screensavers and emails
- c. Wolf whistling
- d. Nude or pornographic posters
- e. Displaying sexist or racist cartoons or literature
- f. Demoting, failing to promote, or transferring someone because they refuse requests for sexual favors
- g. Following someone home from work
- h. Standing very close to someone or unnecessarily leaning over them
- i. Mimicking someone with a disability
- j. Practical jokes that are unwelcome
- k. Ignoring someone, or being cold and distant to them
- l. Crude hand or body gestures

Physical Harassment

Examples of physical harassment include, but are not limited to:

- a. Unwelcome physical contact such as kissing, hugging, pinching, patting,
- b. touching, or brushing up against a person
- c. Indecent or sexual assault or attempted assault
- d. Hitting, pushing, shoving, spitting, or throwing objects at a person
- e. Unfastening a person's attire

Disability

Pioneer International College is committed to providing support services and equal access opportunities for students with a disability, in accordance with the provisions of the Disability Discrimination Act (1992).

Pioneer International College will respect a student's right to privacy, confidentiality and be sensitive to their needs.

Students with a disability are required to have the ability to fulfill the core requirements of the units of competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented. Such arrangements may be negotiated with the Trainer or management.

Wellbeing

The Pioneer International College holistically ensured that the workplace wellbeing has a direct relationship to ensuring that staff, trainers and assessors, and students are provided with an environment that supports all persons to feel good about themselves and safe in the environment that Pioneer International College provides.

Pioneer International College aims to ensure all personnel are safe, healthy, satisfied and engaged. PIC focuses on preventative action, to reduce the incidence of stress, injury and overwhelm, to achieve this Transformation has taken a risk management approach to its business operations.

In understanding and accepting that wellbeing is an inclusive state that defines the overall mental, physical, emotional, and economic health of all stakeholders and that it is influenced by various factors involving relationships with others

Pioneer International College organisational perspective addresses mental health in the workplace focused on increased productivity, and staff and student engagement. Our intent is to promote a healthy, balanced life and psychological wellbeing. By committing to this obligation, we aim to provide a workplace that is mentally healthy and offers a physically and psychological safe climate for everyone regardless of position or status.

To achieve our goal, we endeavor to create opportunity, an inclusive environment where we recognise diversity and offer a safe place for vulnerable people during their employment, recruitment, participation and student completion.