

Pioneer International College Policy & Procedure

Cultural Safety

Purpose

The purpose of this policy is to ensure the RTO provides a culturally safe, respectful and inclusive environment for all learners, staff and stakeholders.

The RTO is committed to:

- Recognising and respecting the cultural identity of Aboriginal and Torres Strait Islander peoples
- Promoting cultural awareness, respect and inclusion
- Ensuring training and assessment practices are culturally appropriate and inclusive
- Preventing discrimination, racism and cultural bias
- Supporting equitable access to education and training.

This policy supports compliance with the Standards for Registered Training Organisations (RTOs) 2025, particularly in relation to learner wellbeing, support, and inclusive training environments.

Inputs

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

Scope

This policy applies to:

- Students and course participants
- Trainers and assessors
- RTO staff and management
- Contractors and consultants
- Work placement providers and industry partners
- Visitors interacting with the RTO

The policy applies to conduct occurring:

On RTO premises

- During training delivery and assessment
- During workplace training or work placement
- At RTO events or activities
- Within online learning platforms and communication systems

Definition of Cultural Safety

Cultural safety refers to an environment where individuals feel respected, valued and safe in expressing their cultural identity without fear of discrimination, racism or marginalisation.

A culturally safe environment:

- Acknowledges cultural diversity
- Recognises historical and social contexts
- Promotes mutual respect and understanding
- Supports equitable participation in learning and training.
- Cultural safety is particularly important for Aboriginal and Torres Strait Islander learners and other culturally diverse groups.

RTO Commitment

The RTO commits to:

- Respecting the cultures, traditions and knowledge of Aboriginal and Torres Strait Islander peoples
- Promoting culturally inclusive learning environments
- Supporting learners from diverse cultural and linguistic backgrounds
- Ensuring training practices are free from cultural bias
- Providing appropriate support services for culturally diverse learners
- Encouraging staff to develop cultural awareness and cultural competence

Responsibilities

RTO Management will:

- Promote cultural safety across the organisation
- Ensure policies support equity, inclusion and cultural respect
- Provide staff with cultural awareness training
- Ensure learning environments are culturally safe
- Address incidents of cultural discrimination, vilification or racism promptly

Trainers and assessors must:

- Deliver training in a culturally respectful and inclusive manner
- Recognise cultural differences that may affect learning
- Provide flexible and culturally appropriate training approaches
- Avoid any sort of vilification and/or culturally biased language, materials or practices
- Support learners experiencing cultural barriers.

All other Staff must:

- Treat individuals from all cultural backgrounds with respect
- Promote inclusive and culturally safe environments
- Report incidents of cultural discrimination, vilification or harassment.

Students are expected to:

- Respect cultural diversity
- Treat others with dignity and fairness
- Follow RTO policies regarding discrimination and harassment.

Procedure

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1. Promoting Cultural Safety - The RTO will promote cultural safety by:
 - Recognising and respecting Aboriginal and Torres Strait Islander cultures
 - Encouraging inclusive practices in training delivery
 - Ensuring learning resources are culturally appropriate
 - Supporting learners from culturally diverse backgrounds
 - Providing staff with cultural awareness development opportunities
2. Supporting Learners - The RTO will provide support for learners experiencing cultural barriers, which may include:
 - Language, literacy and numeracy support
 - Flexible learning arrangements
 - Referral to appropriate support services
 - Access to culturally appropriate support where possible.
3. Reporting Cultural Safety Concerns - Students, staff or stakeholders who experience or witness cultural discrimination, or unsafe behaviour may report the matter to:
 - Trainer or assessor
 - Student support officer
 - Administration staff
 - RTO management
 - Complaints officer
 - Reports may be made verbally or in writing. For investigation purposes it must be in writing
4. Managing Complaints - Where a cultural safety concern is raised:
 - The complaint will be acknowledged promptly, within five working days.
 - The RTO may attempt informal resolution where appropriate.
 - If necessary, a formal complaint process will be followed in accordance with the RTO Complaints and Appeals Policy.
 - An investigation will be conducted where required.
 - Outcomes will be communicated to relevant parties.
5. Outcomes - If cultural discrimination or unsafe behaviour is confirmed, the RTO may take actions including:
 - Education or training
 - Mediation
 - Formal warnings
 - Disciplinary action
 - Removal from training or employment where appropriate.

Protection from Victimisation

The RTO will ensure that individuals are not disadvantaged for:

- Reporting cultural safety concerns
- Participating in investigations
- Supporting a complaint in good faith.
- Victimisation will be treated as serious misconduct.

Record Keeping

All complaints and actions related to cultural safety will be documented and maintained in accordance with the Privacy Act 1988 and RTO record management procedures.

Policy Review

This policy will be reviewed regularly to ensure:

- Continued compliance with legislation
- Alignment with Standards for RTOs 2025

Key Performance Indicator:

Effectiveness in supporting culturally safe learning environments