

POLICY STATEMENT

RTO Management and staff provide assistance to all clients to identify and achieve their desired learning outcomes. The RTOs are committed to providing training and assessment services to clients regardless of their age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, employment status, imprisonment, or remote location.

SCOPE

This policy applies to all staff and students including potential students and enrolled students.

DEFINITIONS

Access and equity – policies, procedures and practices that are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language and numeracy skills and level, unemployment status or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

ACSF - the Australian Core Skills Framework.

RTO – Registered Training Organisation.

- ABV Training & Consulting Pty Ltd (ABV) (RTO 52592)

CEO - Chief Executive Officer.

COO – Chief Operation Officer – Training .

Reasonable adjustment – actions taken by the RTO in the training or assessment of a student to allow them to meet the same outcomes as those without a disability or impairment that does not change the integrity of the training and assessment requirements or cause unjustifiable hardship for the RTO.

LLN – Language, Literacy and Numeracy.

HR – Human Resources.

Unjustifiable hardship – as identified in the Disability Discrimination Act 1992 (DDA) section 11.

RESPONSIBILITY

It is the responsibility of the COO - Training to ensure that this policy is applied. It is the responsibility of the HR Department to ensure that this policy is provided to new staff at Induction. It is the responsibility of RTO trainers and assessors to be advocates for this policy.

PROCEDURE

All students will receive fair and equitable treatment in all aspects of training without regard to age, gender, cultural or ethnic background, disability, sexuality, gender, language and numeracy skills and level or unemployment status.

RTO is committed to providing flexible learning and assessment options, allowing clients alternatives that recognise the diversity of their individual needs and circumstances aiding them in their learning goals.

BULLYING AND HARASSMENT

In accordance with legislation and RTOs' commitment to providing a safe learning environment, harassment, bullying and intimidation, including sexual harassment, will not be accepted in the training environment. If students have any concerns, they are encouraged to speak to their trainer, the RTO Training Coordinator and/or Student Administration. Any reported cases of harassment, bullying, discrimination and/or intimidation will be taken very seriously and investigated further.

LANGUAGE, LITERACY AND NUMERACY (LLN)

Students wishing to enrol in training with the RTO's are required to complete an online test of Language, Literacy and Numeracy (LLN) via the LLN Robot.

This diagnostic tool has been designed to assess each learner's ACSF level across learning, reading, writing, verbal skills and numeracy. The assessment is used to determine that the learner's capabilities align with the course AQF level.

If it is identified that the student may find it difficult to complete the course in part or full of their existing LLN levels, a few options may be available to them including:

- One on one tutoring with trainers in-house;
- Modification to the delivery and assessment methodology;
- Access to LLN specialist services;
- Transition into a more suitable course with RTO or recommendation on other courses through other RTOs.
- Referring students to other tailored training to get skills for education.

Where additional support may be required, the student will be advised prior to commence the service of any additional costs. The outcome of the LLN test and, in the case of scores lower than required, what subsequent action will be taken, will be discussed with the student and their representative (where applicable) by the enrolling officer prior to course commencement. See RTO Student Support Policy.

REASONABLE ADJUSTMENT FOR STUDENTS WITH DISABILITIES

Students with disabilities are subjected to RTO standard rules and procedures for teaching, learning and assessment.

The reasonable adjustment applies to students who are identified as having a disability and who provide RTO with evidence of their disability and information of functional implications of the disability to inform the provision of support services and adjustments by RTO.

All agreed reasonable adjustments for the students with disabilities will be recorded in the Reasonable Adjustment Plan.

RTO will take reasonable steps to ensure accessibility for all students; this includes:

- Ensuring all units, learning materials and assessments are appropriate and accessible to the student;
- Ensuring all unit delivery modes and activities allow for the needs of the student and are flexible enough to allow for the student's participation;
- If a course or unit includes an activity that the student is unable to participate in, an alternate activity that provides an equivalent experience is offered;

- Teaching methods are modified to satisfy the student's learning needs and accommodate any disadvantage the student may be at as a result of their disability. This may include additional support or developing disability-specific skills;
- Adaptable assessment that enables the student to demonstrate their skills, knowledge, and competencies.

If an RTO staff member believes a student would not be able to complete the course and meet the requirements of the course due to a disability, e.g. if the disability could cause occupational health and safety risks; they must inform in writing Compliance Manager and General Manager Training.

At the discretion of RTO, the reasonable adjustments may be applied to any student without confirmed disability upon the student's request.

All agreed reasonable adjustments for the students without confirmed disabilities, but for who RTO decided to implement reasonable adjustments will be recorded in the Assessor Direct Observation.

DISCLOSURE OF DISABILITY

Students will be encouraged to disclose their disability; however, students are not obliged to disclose in order to participate in a course.

In order to be able to reasonably adjust the course where possible, the RTO will encourage learners to disclose their disabilities as soon as possible prior to the course commencements.

If the disability is disclosed less than 30 days before the course commencement, the RTO will make reasonable efforts to investigate and discuss the reasonable adjustment with the learner, however, due to the nature of the training courses, locations, and resources availability not all adjustments will be possible to make, it can also impact the course completion timeframe.

REASONABLE ADJUSTMENT PROCESS DESCRIPTION

Special student needs will be identified through initial contact with enrolment staff, receipt of application materials, and orientation events prior to the commencement of training or assessment where possible.

Where possible, the reasonable adjustment requirements should be negotiated at least 30 days in advance to ensure the required adjustments can be prepared/implemented.

When investigating the RTO will consider the learner's needs:

1. Writing and reading;
2. Hearing;
3. Communication abilities;
4. Paying attention and ability to concentrate on tasks;
5. Sitting for long periods in class or in machinery, or performing other physical activities required by the course, including moving around the equipment, manipulating objects or machinery.

An adjustment will be made on an individual basis, all the relevant circumstances will be considered including, but not limited to:

1. Course location
2. Course/units physical requirements
3. Course length
4. Course-specific requirements

It is possible with the reasonable adjustment a learner may not meet the course requirements and it can be decided that the course may still be unsuitable for the learner. Where required, RTO staff will consult with disability practitioners. Those concerns will be discussed with the learner to enable an informed decision. RTOs could also offer advice about alternative training and career path options.

PRACTICAL APPLICATION OF REASONABLE ADJUSTMENT

Reasonable adjustment applied to participate in teaching, learning, and assessment activities could include:

- customisation within the training package or accredited course;
- modification and/or restriction of the learning cohort – it may benefit to form a homogeneous cohort of students with similar needs, e.g. age groups is Information Technology related units.
- modification to teaching tools, tasks, methodologies and the learning and assessment environment, for example, alternative tasks;
- different presentation medium, learner support, use of assistive technologies;
- specialised equipment and/or facilities might be provided, such as ramp access, larger text learning materials, lighting controls;
- online strategies might be used to provide remote learners.
- provision of accessible information prior to enrolment plus accessible learning materials;
- monitoring the adjustments to ensure learner needs continue to be met.

All RTO trainers and assessor staff must follow the principles of assessment, in particular, the principles of fairness and flexibility when conducting assessments.

Where a conflict between other RTO policies is recognised in applying the RTO Access and Equity Policy, the staff member will report the conflict to the COO - Training.

Those adjustments must not compromise the unit of competency or its application on real workplace.

DOCUMENTS

- Disability Standards for Education 2005 (formulated under the Disability Discrimination Act 1992);
- Australian Quality Training Framework (AQTF) Essential Conditions;
- AQTF Essential Conditions and Standards for Continuing Registration
- Standards for Registered Training Organisations (RTOs) 2015
- Student Support Policy
- Reasonable Adjustment Guide
- Trainer Handbook
- Student Handbook
- Student Disability Form
- Reasonable Adjustment Plan

ENDORSEMENT / REVISION NOTES

Approved by CEO, Training Alliance Group.

Approved date: 15/11/2019

Reviewed on: 01/02/2024

ADDENDUM A. REASONABLE ADJUSTMENT FLOWCHART

