

RTO	House of Learning (RTO ID 21583)
Type	Public
Applicable Standards	Standards for Registered Training Organisations 2015 State and Territory Funding Contracts Age Discrimination Act 2004 (Cth) Racial Discrimination Act 1975 (Cth) Disability Discrimination Act 1992 (Cth) Sex Discrimination Act 1984 (Cth) Australian Human Rights Commission Act 1986 (Cth) Charter of Human Rights and Responsibilities Act 2006 (VIC) Disability Act 2006 (VIC) The Equal Opportunity Act 2010 (VIC) Racial and Religious Tolerance Act 2001 (VIC) Human Rights Act 2019 (QLD) Anti-Discrimination Act 1991 (QLD)
Authorised by	General Manager Quality and Compliance
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Policy: Fair Treatment and Equal Opportunity

Overview

House of Learning (HOL) is committed to the principles of access and equity. We promote a fair and equitable environment for students seeking to enrol, current students, staff 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.

HOL 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.

HOL treats all prospective students equally and fairly. HOL 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.

HOL 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 HOL 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.houseoflearning.com.au under the 'Key Links and Documents' page):

- Vulnerable Persons
- Child Safety & Wellbeing
- Student Support and Welfare
- Language, Literacy and Numeracy (LLN)
- 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 HOL course.

Students

Refers to students who are currently enrolled in a HOL course.

Clients

Refers to non-students which may include:

- Employers
- Other third parties that have paid for costs of training on behalf of students

Student Selection

HOL 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

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

HOL 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
- Employment history

Disability, Health and Medical Conditions

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:

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

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, HOL 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 HOL).

For further details on this process, please refer to our Student Support and Welfare Policy which can be found on our website: www.houseoflearning.com.au under the 'Key Links and Documents' page.

Language, Literacy and Numeracy (LLN)

Each qualification has a minimum recommended entry level against the following five core skills against the Australian Core Skills Framework (ACSF):

- Learning
- Reading
- Writing
- Oral Communication
- Numeracy

The LLN Assessment used by HOL is generated by LLN Robot <https://llnrobot.com.au/>. LLN Robot is the first assessment tool approved by the Federal Department of Education and Training and the VET Student Loans (VSL) Secretary after reviewing its accuracy in validly and reliably determining student LLN levels as part of the VSL implementation process. Being an approved tool, it is appropriately verified and evaluated using evidence-based assessment. Using trigger word and phrase analysis software developed by The Learning Resources Group, LLN Robot have determined the ACSF profile of every current national unit of competency from Certificate 1 to Diploma. The ACSF scores for units/qualifications are sourced directly from publications provided by training package owners (SSO/former ISC), otherwise they are calculated by the LLN Robot system.

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 Student LLN and Welfare Co-Ordinator 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.houseoflearning.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 religious or cultural requirements such as required prayer times or attending festivals or celebrations, please make your trainer or our student support team aware so that we may accommodate your needs. This could include rescheduling your classes or adjusting activities where needed.

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 HOL. 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 in the classroom and or on social media
8. Hazing

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

Students who participate in harassment of HOL 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 HOL 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, HOL 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 Student Welfare 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.

For further details on this process, please refer to our Privacy Policy which can be found on our website: www.houseoflearning.com.au under the 'Key Links and Documents' page.

Grievances, Complaints and Appeals

Please refer to our 'Grievances, Complaints and Appeals' Policy which can be found on our website: www.houseoflearning.com.au under the 'Key Links and Documents' page.

Review free from Victimisation or Discrimination

HOL will ensure its grievances, complaints and appeals policy and processes are free from Victimisation or discrimination. A Complainant will not be victimised or discriminated against for:

- a) seeking review or reconsideration of a decision; or
- b) using the HOL's processes or procedures about dealing with grievances; or