



Policy

International College of Victoria is committed to providing and promoting, equal opportunity, inclusive practices to ensure all intending and current overseas students receive equal access to quality education services. ICV will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

The purpose of this Policy is to provide a frame of reference in providing and maintaining training services that reflect fair and reasonable opportunity for all clients, regardless of their diversity; allowing individuals to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

1. Definitions

Access and equity approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Discrimination

Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics or beliefs.

2. Policy Statement

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

ICV will ensure:

- a) all training and assessment policies and procedures incorporate access and equity principles;
- b) all learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction;
- c) all nominations and enrolments into training courses and programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation; and
- d) all learners/clients have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, and training opportunities.
- e) Each student has access to the level of support required to enable them to reach their full potential without causing unjustifiable hardship to the organisation



3. Policy Principles

ICV will not accept any form of discrimination and we will apply the following principles in support of access and equity:

3.1 Access and Equity Principles

- a) ICV abides by access and equity principles.
- b) ICV will respect a client's right to privacy, confidentiality and be sensitive to client needs.
- c) ICV provides equal opportunity for all learners and is responsive to the individual needs of clients whose gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural or ethnic background, linguistic background, religious belief, geographic location, socio-economic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcomes.
- d) At enrolment, clients will be asked to identify personal needs or circumstances that may exist and for which they may require additional support (See Enrolment Policy).
- e) Real Property Learning will ensure that all staff, employees, and contractors have access to the information and support needed to prevent discrimination, sexual harassment, bullying and violence, victimization, and vilification or to deal with it appropriately if it occurs.
- f) ICV seeks to create a learning environment where all students are respected and can develop their full potential.
- g) All clients are given fair and reasonable opportunity to attend and complete training.
- h) All staff are given fair and reasonable opportunity to participate in relevant decision making processes and the allocation of resources and services as required to fulfil their duties and responsibilities.
- i) Deficiencies will be investigated to determine whether a breach or policy deficiency exists. Should a discrepancy be proven, the impact of that breach or deficiency will be identified along with how the policy should be amended to eliminate the breach or deficiency in the future.
- j) All perceived deficiencies in the Access and Equity Policy are to be documented, assessed and reviewed by the Director ICV.
- k) ICV will demonstrate its commitment by:
 - i. Selecting students according to a fair and non-discriminatory process
 - ii. Making its training relevant for a diverse student population
 - iii. Providing suitable access to facilities and resources
 - iv. Providing appropriate support services
 - v. Providing appropriate complaints procedures
 - vi. Consulting with relevant industry groups
 - vii. Raising staff, contractor and student awareness of equity issues.

3.2 Equal Opportunity

ICV is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training, unless prescribed by funding contracts.



Target Groups are defined as:

- International students
- Aboriginal and Torres Strait Islanders;
- People with a disability;
- People from non-English speaking backgrounds;
- 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 institutionalised);
- People from regionally isolated communities.

3.3 Special Needs/Considerations

- a) Potential students intending to enrol with ICV are advised to notify ICV of any disability, physical or other impairment which may adversely affect their ability to successfully undertake training and assessment.
- b) Clients are encouraged to discuss any 'special needs' so that where possible 'reasonable adjustments' to the study environment may be considered to assist them in the performance of their studies.
- c) ICV, in collaboration with the intending student, will assess the potential to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the Clients' learning. However, no compromise to the integrity of the assessment against competency will be allowed.
- d) Intending students with a disability are required to have the ability to fulfil the requirements of the units of competency to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented.

3.4 Harassment

- a) Harassment will not be tolerated at ICV. If harassment occurs, the person responsible will be subject to disciplinary procedures. Disciplinary action will be taken against any staff or client involved in such behaviour. This may include termination of employment and removal of the client from the training course.
- b) Serious cases of harassment may constitute a criminal offence.
- c) ICV will not tolerate behaviour which is considered to be sexual harassment and expects all staff, contractors and clients to treat each other with dignity and respect.

3.5 Bullying and Violence

- a) ICV will not tolerate bullying or violent behaviour and expects all staff, contractors and clients to treat each other with dignity and respect.
- b) ICV recognises bullying and violence demeans and infringes the rights of individuals and groups, damaging the work and learning environment.

3.6 Vilification

- a) ICV will not tolerate behaviour which vilifies another person and expects all staff, contractors and clients to treat each other with dignity and respect.



3.7 Complaints

- a) ICV encourages informal resolutions of discrimination, sexual harassment, bullying and violence, victimization, and vilification grievances in the first instance, as close to the source as possible, with the option of conciliation or investigation of the complaint if necessary.
- b) Complaints will be investigated in line with ICV's complaints and appeals policy and procedure.
- c) Those responsible for advising, conciliating or investigating a complaint must act fairly and impartially, they must act without bias and avoid any conflict of interest the respondent must be given a fair opportunity to know the case against him or her and to be given the opportunity to make a considered response.
- d) All staff, clients and contractors involved with the ICV complaint procedures will be treated with respect and courtesy. Enquiries and complaints will be dealt with in a sensitive, equitable, fair, and confidential manner. All attempts will be made to deal with matters expeditiously while ensuring all parties are provided with sufficient time to prepare and or respond.
- e) ICV acknowledges that it is of paramount importance and in the best interests of all parties that confidentiality is maintained during these procedures.
- f) ICV encourages the reporting of behaviour that breaches equal opportunity policy, but will not tolerate vexatious or frivolous complaints.

3.8 Victimization

- a) In order for complaints to be brought forward, complainants must feel secure in the knowledge that the COMPANY NAME procedures will be followed without fear of reprisal.
- b) ICV will not victimise or treat any person unfairly for making a harassment complaint.
- c) ICV will not tolerate behaviour of victimisation of another person and expects all staff, contractors and clients to treat each other with dignity and respect.
- d) Any complaint of victimisation will be treated in the same manner as a complaint of discrimination, sexual harassment or vilification.

4. ICV Responsibilities

ICV has a legal and moral obligation to provide equal opportunity in an environment free from discrimination for staff, contractors and clients to ensure that discrimination/harassment does not occur in the workplace.

ICV will:

- Maintain policies and procedures for equal opportunities for all staff, contractors and clients;
- Disseminate policies and procedures to staff, contractors and clients;
- Examine all policies and practices, as they affect staff, contractors and clients to ensure the elimination of discrimination and harassment;
- Ensure that there is no discrimination against any individual client or group of clients or staff, in access to facilities, products and services;
- Educate staff and contractors on the general goals and philosophy of equal opportunity together with the rationale for policies and practices which are adopted;
- Eliminate sexist and other discriminator language from all publications and discourage the use of such language in all printed material and in the speech of its staff, contractors and clients;
- Establish and maintain mechanisms to deal with complaints.

4.1 Director Responsibilities

ICV Director and Managers are responsible for client equity.

The Director will not condone nor engage in discriminatory/harassing behaviour.



The Director is responsible for ensuring that all staff are aware of this policy and that complaints will be dealt with in accordance with the terms of the Complaints and Appeals Policy.

The Director(s) and Manager(s) are to ensure staff act according to this policy and all clients are made aware of their rights and responsibilities pursuant to this policy.

The Director will maintain the confidentiality of all complaints. If the Director feels that they are not the appropriate person to deal with the complaint, they will refer the matter to either a member of the management team or an external independent party for review and/or action.

4.2 Staff, Contractors and Clients Responsibilities

ICV staff, contractors and clients have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, clients and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Respect the rights of others;
- Respect people's rights to privacy and confidentiality;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint;
- Observe site rules or behaviour guidelines set by ICV Trainers/Assessors;
- Behave in a manner that does not interfere with the learning of others; and
- Conduct themselves in a responsible manner while in training;
- Ensure the rights of all clients to have their say, balanced with the responsibility to listen to others and allow others to have their say.

If a ICV staff, contractor or client feels harassed, bullied or otherwise a victim of unwelcome behaviour, the staff, contractor or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the staff, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Director ICV should be contacted.

5. Legislation

This policy reflects our commitment to the following legislation:

- a) National Vocational Education and Training Regulator Act 2011 (NVR Act) – Commonwealth
- b) Education and the Education and Training Reform Act 2006 (Victoria)
- c) Age Discrimination Act 2004 (Commonwealth)
- d) Disability Discrimination Act 2009 (Commonwealth)
- e) Racial Discrimination Act 1975 (Commonwealth)
- f) Sex Discrimination Act 1984 (Commonwealth)
- g) Equal Opportunity Act 2010 (Victoria)
- h) Disability Act 2006 (Victoria)