	MANAGEMENT SYSTEM	Manual	Type/Number
		RTO	QPP016
		Name	
		Access and Equity	

1. Purpose

Safetynet Management Solutions recognises that particular groups of people in society have experienced and continue to experience, institutional disadvantage and unequal educational outcomes. Target groups include men and women in non traditional roles or, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with physical or intellectual disabilities, the long term unemployed, mature persons and the rurally isolated.

Safetynet Management Solutions acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. This procedure provides a framework for the development of strategies that are aimed at achieving equal educational and vocational outcomes for target groups.

2. Scope

This policy and procedures applies to all Safetynet Management Solutions delivery sites delivering training, assessment and recognition for qualification services.

3. References

- QPP021 Recognition of Qualifications Issued by Other RTOs
- QPP022 Participant Registration and Induction
- QPP023 Recognition of Prior Learning/Recognition of Current Competency
- QPP028 Complaints, Grievances and Appeal

4. Procedures

4.1 Course selection


Clients/Participants will be individually processed (this could include being interviewed) and assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation.

Clients/Participants will not be denied access to services that are available where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

As an Equal Opportunity employer Safetynet Management Solutions will treat every client fairly and without discrimination in the training environment and/or in the workplace.

Authorised by: Director	Date: 01/11/14	Review Date: 01/11/16	Issue No: 5	Page 1 of 3
--------------------------------	-----------------------	------------------------------	--------------------	--------------------

All printed copies are UNCONTROLLED

	MANAGEMENT SYSTEM	Manual	Type/Number
		RTO	QPP016
		Name	
		Access and Equity	

Grievance procedures have been put in place to ensure any concerns during training or employment placements, are dealt with immediately and appropriately (refer to the grievance form and induction process for participants).

The vocational education and training access and equity policy also acknowledges RTO's legal obligations under State and Federal legislation.

Training services will be made available to all clients (and potential clients) regardless of race, gender, age, marital status, physical or intellectual impairment, or sexual orientation or any other situation where discrimination could occur.

4.2 Qualified and Professional staff

Training services will be offered by qualified staff, to people from all backgrounds regardless of cultural differences, including those from non-english backgrounds, Aboriginal or Torres Strait Islanders. Staff will be professional and supportive at all times, in their approaches to clients/trainees.

4.3 Training Course/Program Registration

A registration and induction program is provided to participants entering training. An introductory interview (where possible face to face but not necessarily) will be held with the interested participant to discuss entry requirements, and registration procedures. Once the applicant has a full understanding of the training program, any pre-requisite will be established.

4.4 Assessments of specials skills requirements

Where a pre-requisite for training requires a particular level of literacy and numeracy, or other entry skills, an assessment will be undertaken. This initial assessment is designed to be a non-threatening experience.


The assessment will help to establish entry to a course/training program or to employment and where special training and support resources will be required prior to or during the program.

4.5 Specialist testing for entry to industry requirements.

Where there is essential literacy and numeracy requirements, requiring more specific testing, the applicant will be required to undertake a further assessment of skills and an appointment will be arranged (fee to be paid by participant).

Authorised by: Director	Date: 01/11/14	Review Date: 01/11/16	Issue No: 5	Page 2 of 3
--------------------------------	-----------------------	------------------------------	--------------------	--------------------

All printed copies are UNCONTROLLED

	MANAGEMENT SYSTEM	Manual	Type/Number
		RTO	QPP016
		Name	
		Access and Equity	

4.6 Reporting

A course registration on-line booking process has been developed for use Australia wide that covers essential enrolment questions for AVETMISS compliance. This is the national VET management information system used for national statistical reporting.

4.7 Privacy

In accordance with the Privacy Act, an Authority to Release Information will be signed by the Participant and SafetyNet Management Solutions representative. This authority will seek permission for observation of work performance and work documents for assessment purposes (where required). Participants who complete project work are required to disguise the company name.