



Access & Equity Policy

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Background:

This policy ensures Kristella Training's commitment to guaranteeing that all potential students are able to access our services regardless of their cultural, linguistic or religious backgrounds enabling them to maximise their outcomes.

Policy Statement:

Kristella Training's commitment to "individual training" recognises the uniqueness of learners. It supports the idea that there may not be a homogeneous background within a client group and so achieves its mission by meeting individual needs and providing individual training plans and learner pathways.

Procedure:

The following principles are applied by Kristella Training in the development and implementation of all training and assessment strategies:

Access

- No one should be disadvantaged in their access to our services regardless of their age, country of birth, language, culture, race or religion, gender, sexual orientation, or disability.
- Kristella Training takes reasonable steps to ensure that location is not a barrier to support from our services.
- All premises should meet local council regulations pertaining to access by all individuals.

Equity

- Services are developed and developed on the basis for fair treatment of clients who are eligible to receive them.
- Every effort is made so that factors such as disability, cultural background, race, religion, gender, sexual orientation or caring responsibilities do not result in unequal treatment by Recognition First staff.

Responsiveness and Sensitivity

- Kristella Training works with individuals because within organisations, industry and communities it is the individual who will need personalised recognition of prior learning, assessment and training delivery plans by provision of learner pathways.
- Individual training accommodates personal training backgrounds and values the uniqueness of the participant.

Some clients will require reasonable adjustment to be made to resources and programs. This adjustment must fall within the financial constraints of the program and requirements of the the national VET regulations and abide by Standards for RTOs.

Communication and Consultation

- All communications are made in plain English, including all course details and advertising. Kristella Training will refer students to interpreters if needed and will take every reasonable step to adjust the program to accommodate any language barriers.

- Regular consultation and collaborative partnerships are key components of continuous improvement, and ensuring our access and equity policies meet the needs of people from diverse backgrounds.
- Kristella Training' offers reasonable support for Foundation Skills (LLN) and staff can recommend external agencies where high needs exist.

Accountability

- Kristella Training receives feedback from current and previous students, employers and panel members to verify that our training programs meet their current and future needs in line with the requirements of ASQA.
- Kristella Training has a complaints policy in place where clients can firstly discuss any concerns they may have with KT staff through to registering complaints.

Leadership

Kristella Training promotes access and equity through training staff and students to reflect awareness of these principles in their work practices.

Related Legislation:

- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)

Related Standards:

- Standards for NVR Registered Organisations 2012

Related Documents:

- Client Services Policy
- Complaints Policy
- Complaints Form
- Code of Practice

Version Control

Version	Date	Reviewed by	Amendments
1	26 May 2022	Christopher Dixon	Adapted from Recognition First



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