

ACCESS AND EQUITY POLICY

1. PURPOSE

- 1.1. This Policy provides clear guidance to students and stakeholders regarding access and equity matters, including rights and obligations, lodging a complaint, and the processes by which ICCC will seek to address and resolve such matters.
- 1.2. This Policy reflects the Australian Skills Quality Authority's requirements, the NSW Quality Framework, and the Smart and Skilled contract terms and conditions.
- 1.3. This Policy aims to ensure that all participants in training have the opportunity to reach their potential, make choices, and receive responsive and appropriate training and support services.

2. SCOPE

- 2.1. In this Policy, "**Company**" or "**ICCC**" refers to International Child Care College Pty Ltd.
- 2.2. This Policy applies to all employees of International Child Care College; collectively referred to as [**employees**]
- 2.3. Students are referred to collectively as [**participants**] and are covered by access and equity measures

3. DEFINITIONS

- 3.1. **Reasonable Adjustment:** Modifications or accommodations made to provide vulnerable students the same educational opportunities as everyone else.
- 3.2. **Discrimination:** Unfair treatment of a person or group based on characteristics such as race, gender, disability, etc.
- 3.3. **Harassment:** Unwanted behaviour that offends, humiliates, or intimidates a person.

4. LEARNING ENVIRONMENTS

- 4.1. ICCC provides a supportive learning environment that acknowledges and values the differences between people and cultures. We offer:
 - Customised training to meet individual circumstances
 - Information on fees and funding
 - Support for students wellbeing and academic goals
 - Inclusive training materials that demonstrate diversity in the industry
- 4.2. Our staff recognize their professional and ethical responsibility to:
 - Protect the interests of students
 - Provide current, accurate information about training programs
 - Recognize and resolve conflicts of interest
 - Respect the trust involved in the staff-student relationship
 - Accept the constraints and obligations inherent in that responsibility

5. RIGHTS AND OBLIGATIONS

- 5.1. A participant has the right to:

- Expect that no individual participant or group of participants are unfairly excluded from being allowed to enrol into a course
 - Expect that the training they receive will be of a quality consistent with the VET regulator's requirements (the Australian Skills Quality Authority) and the requirements of the Smart and Skilled contract.
 - Be informed about personal information that is collected about them and the right to review and correct that information.
 - Expect a fair and reasonable adjustment process where necessary.
 - Have access to complaints and appeals systems.
- 5.2. A participant has obligations that include but are not limited to:
- Providing accurate information to the training provider
 - Behaving in a responsible and ethical manner
- 5.3. As the training provider, ICCC has obligations that include but are not limited to:
- Providing the training and support necessary to allow a participant to achieve competency.
 - Providing a quality training and assessment experience.
 - Ensuring that staff meet public expectations of ethical behaviour at all times.
 - Conducting fair and accurate marketing without any inducement or incentives for enrolment.
 - Ensuring prospective participants are properly informed about fees and their responsibilities and obligations.
 - Providing clear and accessible feedback and complaint systems.
 - Maintaining procedures for protecting participant personal information
- 6. LODGING A COMPLAINT**
- 6.1. Complainants should refer to ICCC's Consumer Protection Policy for guidance on writing and lodging their complaint, which is available on the ICCC website.
- 7. RESOLUTION OF REASONABLE ADJUSTMENT OUTCOMES**
- 7.1. Reasonable adjustment activities could involve:
- Modifying the timing of assessment
 - Modifying the instructions for supervision requirements of certain assessment
 - Modifying where the assessment takes place
- 7.2. The final decision for reasonable adjustment will be made by the College. If the participant does not accept the RTO's judgement that the adjustment is reasonable, the participant may contact the Equal Opportunity Commission or the Australian Human Rights Commission for advice on whether a complaint would be justified.
- 8. COMPLIANCE**
- 8.1. This Policy is designed to ensure compliance with the ASQA Standards, which emphasize:
- Quality outcomes for VET students and employers.
 - Greater clarity for providers and regulators.

- Flexibility and innovation in training delivery.

8.2. ICCC seeks and encourages the commitment of all employees regarding this Policy and is dedicated to ensuring that all employees are aware of and understand all elements of this Policy, and any associated policies and procedures.

8.3. Employees must comply with the requirements of this Policy. Any breach of this Policy may result in disciplinary action including, but not limited to, termination of employment.

• **REVISION HISTORY**

Rev	Date	Revision Description	Name
V1	6/03/2023	Initial Policy	ICCC HR
V2	4/06/2024	Review and updated to be specifically for possession of Company Vehicles	HR

ICCC will ensure compliance with the 2025 ASQA Revised Standards, which emphasize:

- Quality outcomes for VET students and employers.
- Greater clarity for providers and regulators.
- Flexibility and innovation in training delivery.