Title:	Access and Equity	Policy/Procedure CS 2.03

Policy:	*Progressive Training (WA) Pty Ltd* is responsible for implementing quality assurance principles and processes to ensure that the access and equity rights of all clients are addressed. This includes providing timely and appropriate information, advice and support services that assist clients in identifying and achieving their desired outcomes. *Progressive Training (WA) Pty Ltd* will strive to ensure that products and services are relevant, accessible and fair.
	
	Principles
	
	1. **Access and Equity:** *Progressive Training (WA) Pty Ltd* will make products and services available and deliver based on fair treatment, without discrimination of a person's 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 a suitable outcome.
	
	2. **Standard**: *Progressive Training (WA) Pty Ltd* will adhere to the following Standards for Registered Training Organisations (RTOs) 2015:
	
	  • **Standard 1.** The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses
	
	  • **Standard 3.** The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.
	
	  • **Standard 4.** Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
	
	3. **Communication**: *Progressive Training (WA) Pty Ltd* will strive to provide quality customer service through timely response, providing appropriate information, and ensuring advice and support is given to assist in achieving positive outcomes.	

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Prepared by:	Erin Lyon	Title:	Access and Equity	Issue Date:	Jan 2012
Reviewed by:	Tanja Parry	Code:	CS 2.03	Last Reviewed:	Aug 2020
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Purpose:	The purpose of this Policy/Procedure is to ensure that principles of access and equity are maintained.
Scope:	This Policy/Procedure applies to all employees, contractors and clients of *Progressive Training (WA) Pty Ltd*.
Definitions:	• **Client:** Internal and external customers. • **Fair:** Ensuring processes and procedures do not discriminate or favour one client over another. • **ASQA:** Australian Skills Quality Authority (ASQA) – the national regulator for Australia's Vocational Education and Training sector.
Procedure:	When providing and/or maintaining products and services, *Progressive Training (WA) Pty Ltd* will: 1. Respond to enquiries in a timely manner; 2. Provide all relevant information to customers; 3. Maintain professional rapport with all external customers; 4. Maintain professional conduct with internal customers; 5. Uphold all contracts, agreements, auspicing and Third Party Agreements (MOUs) in good faith; 6. Adhere to the Standards for Registered Training Organisations (RTO's) 2015 for all training services.
Documentation:	• 'Mission Statement' (**HR 4.02**) • 'Equal Employment Opportunity' (**HR 1.01**) • 'Code of Conduct' (**HR 4.08**) • 'Participant Handbook' (**TA 2.02**)
References:	ASQA Standards for NVR Registered Training Organisations 2015- F2014L01377 – https://www.legislation.gov.au/Details/F2017C00663 Australian Human Rights Commission – www.hreoc.gov.au • Age Discrimination Act 2004 (federal) • Disability Discrimination Act 1992 (federal) • Human Rights and Equal Opportunity Commission Act 1986 (federal) • Racial Discrimination Act 1975 (federal) • Sex Discrimination Act 1984 (federal) • Western Australian Equal Opportunity Act 1984 (state)

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