

Access and Equity Policy

PURPOSE

This policy promotes access and equity in all aspects of Trainwest's operations and upholds the rights and dignity of every individual involved in our training and assessment services.

Trainwest believes that every person has the right to access a training and education environment free from all forms of discrimination and harassment, regardless of their background, gender, age, race, ethnicity, disability or any other characteristic. Discrimination and barriers to access will not be tolerated within our organisation.

SCOPE

This policy applies to all Trainwest employees, students and third-party partners operating under a third-party arrangement.

This policy is guided by the following Australian legislation:

- *Age Discrimination Act 2004 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Fair Work Act 2009 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Workplace Gender Equality Act 2012 (Cth)*
- *Equal Opportunity Act 1984 (WA)*.

RESPONSIBILITIES

Chief Executive Officer (CEO)	<ul style="list-style-type: none"> • Oversee implementation and management of all areas of access and equity practices.
General Managers	<ul style="list-style-type: none"> • Develop policies and practices that eliminate discrimination and harassment in the workplace and promote a culture of inclusion and diversity across our operations. • Provide support and resources to employees and students to facilitate access and equity in training and assessment.
Employees	<ul style="list-style-type: none"> • Uphold the principles of access and equity in all interactions with students and colleagues. • Ensure all training and assessment materials are inclusive and accessible to diverse learner groups.

Third-Party Partners

- Adhere to this policy and ensure practices align with the principles of access and equity.
- Collaborate with Trainwest to address any access and equity issues that arise within their operations.

Policy Statement

Trainwest is committed to fostering an environment that promotes access and equity for all individuals involved in our training and assessment services.

Trainwest provides fair and equitable access and opportunity to our students and employees regardless of their diversity, allowing everyone to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

Trainwest prohibits discrimination based on protected attributes, including, but not limited to:

- Race
- Colour
- Gender
- Gender identity
- Intersex status
- Sexual orientation
- Age
- Physical or mental disability
- Marital status
- Family or carer's responsibilities
- Pregnancy
- Breastfeeding
- Religion
- Political opinion
- Nationality
- National or social origin
- Industry activities.

Trainwest applies access and equity principles to all potential and current students by providing timely and appropriate information, advice and support to assist them to achieve their desired outcomes.

Trainwest works to identify the needs of individuals and groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training and assessment services.

Refer to the Anti-Discrimination and Harassment Policy for more information.

Our Employees

Trainwest ensures all employees are provided with appropriate information, training and resources to support the principles of access and equity in the form of:

- Recruitment, selection and induction processes that are fair and free from discrimination
- Guidance materials, including the Code of Conduct and Employee Handbook
- Access to organisational policies and procedures
- Ongoing professional development opportunities and activities.

Our Students

To ensure that recruitment, enrolment, training and assessment services are bias-free and non-discriminatory, Trainwest applies the same process for all students:

- Base course enrolment solely on availability of places and students satisfying course entry requirements
- Provide students with adequate information and support to enable them to select the most suitable course for their needs
- Identify special needs during enrolment and prior to course commencement
- Ensure students who raise concerns, complaints or grievances are treated with respect and not discriminated against
- Provide students with a fair and equitable [Complaints and Appeals Policy](#) through our website and upon request
- Provide students with relevant policies, procedures and course information prior to enrolment, through our website and publicly available Trainwest Student Handbook ([website](#)) and Trainwest Third-Party Student Handbook ([website](#)).

Our Support

Trainwest ensures all students have the right resources and support to successfully complete their course requirements.

Reasonable adjustments are provided to those with a disability or special need according to individual circumstances. This will involve providing the appropriate services and/or facilities for learning and assessment.

Reasonable adjustment may include, but is not limited to:

- The use of adaptive/assistive technology
- Educational support
- Alternative assessment methods
- Extra time to complete a course or assessment.

Where Trainwest cannot provide support to a student with specific needs, this will be identified and communicated prior to enrolment.

Refer to the [Support Services Policy](#) for more information.

Quality Management

Our Quality Management System (QMS) integrates quality control, quality assurance and continuous improvement, demonstrating our commitment to upholding the highest quality standards across all our operations.

This policy undergoes a systematic review during our annual internal audit, as per our Internal Audit Procedure, reinforcing its role in achieving quality objectives and compliance standards. Ongoing review activities are documented as per our Quality Assurance Procedure.

Identified issues and improvements in this process, along with related practices and systems, are recorded in the CI Register as per our Continuous Improvement Procedure. Employees are encouraged to contribute to continual improvement by submitting a CI Request if they identify any issues or improvement opportunities.

DEFINITIONS

Access and Equity	Policies and 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.
Assessment	The process of collecting evidence and making judgements on whether competency has been achieved. This confirms that an individual can perform to the standard required in the workplace, as specified in a training package or VET-accredited course.
Direct Discrimination	A type of discrimination that specifically and explicitly excludes a person or group of people from a benefit or opportunity or significantly reduces their chances of obtaining it due to race or ethnic origin, gender, sexual orientation, religion, marital status or pregnancy, and disability, among others, being applied as a barrier.
Discrimination	Any practice that makes distinctions between individuals or groups to disadvantage some and advantage others. Discrimination can be direct or indirect and may be based on protected attributes such as race, gender, age, disability, sexual orientation, religion, marital status or pregnancy.
Equity	Refers to fairness and justice and focuses on outcomes. Equity means recognising that we do not all start from the same place and must acknowledge and make adjustments to imbalances.
Harassment	Any unwelcome behaviour that offends, humiliates or intimidates another person. Harassment can be verbal, physical, or psychological and includes sexual harassment. Harassment is also a form of discrimination and can happen in various contexts like the workplace, educational institutions, public services, etc.
Indirect Discrimination	A type of discrimination that occurs when there is an unreasonable rule or policy that is the same for everyone but has an unfair effect on people who share the same protected attributes (e.g. race, gender, age, disability, sexual orientation, religion, marital status or pregnancy).
Reasonable Adjustment	Adjustments made by an RTO in alignment with Part 3 of the <i>Disability Standards for Education</i> 2005, including a reasonable measure or action that has the effect of assisting a learner with disability to enrol in, commence or complete a training product with the RTO in line with the requirements of that training product, and use facilities or services provided by or on behalf of the RTO, on the same basis as a learner without disability.
Registered Training Organisation (RTO)	A training provider registered by a state or national regulatory body, authorised to deliver and assess nationally recognised training in Vocational Education and Training (VET).
Student	Person receiving training and/or assessment services provided by an RTO, or by a third party on their behalf, and includes learners, participants, candidates and trainees.
Third-Party	Any person who has an arrangement with an NVR RTO to deliver services, but does not include: <ul style="list-style-type: none"> • Employees of the organisation • Experts engaged by the organisation • Government agencies and government-funded agencies that refer VET students to the organisation and do not receive any payment from the organisation for doing so.

Training and Assessment Strategies and Practices	The approach and method adopted by an RTO, with respect to training and assessment, designed to enable learners to meet the requirements of the training package and accredited course.
Vocational Education and Training (VET)	Formal, accredited post-compulsory education designed to develop knowledge, skills and attributes of a vocational nature. Training is provided by registered training organisations (RTOs).

Refer to our [Glossary](#) for a list of all Trainwest terms and definitions.

RELATED DOCUMENTS

Internal

Policies	Anti-Discrimination and Harassment Policy Code of Conduct Complaints and Appeals Policy Diversity and Inclusion Policy Enrolment Policy Governance Policy Privacy Policy Risk Management Policy Support Services Policy
Procedures	Complaints and Appeals Procedure Continuous Improvement Procedure Enrolment Procedure Instructional Design Procedure Onboarding and Induction Procedure Recruitment and Selection Procedure Risk Management Procedure Support Needs Identification Procedure Training and Assessment Strategy Procedure
Guides	Employee Handbook Trainwest Student Handbook (website) Trainwest Third-Party Student Handbook (website)
Systems	CI Register Organisational Chart Quality Management System (QMS) Trainwest Intranet Trainwest Website

External

Legislation	<i>National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025</i> <i>National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025</i> <i>National Vocational Education and Training Regulator Act 2011</i> <i>Age Discrimination Act 2004 (Cth)</i> <i>Australian Human Rights Commission Act 1986 (Cth)</i> <i>Disability Discrimination Act 1992 (Cth)</i> <i>Disability Standards for Education 2005 (Cth)</i> <i>Fair Work Act 2009 (Cth)</i> <i>Equal Opportunity Act 1984 (WA)</i> <i>Racial Discrimination Act 1975 (Cth)</i> <i>Sex Discrimination Act 1984 (Cth)</i> <i>Workplace Gender Equality Act 2012 (Cth)</i>
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Resources

[AHRC: Access and equity: human rights in practice](#)
[AHRC: A quick guide to Australian discrimination laws](#)
[Employee Assistance Program \(EAP\): Lifeskills Australia](#)
[Fair Work Commission](#)
[Racism. It Stops With Me: Workplace Cultural Diversity Tool](#)