

1. CONTEXT

Ai Group Training Services RTO ID 3541, as a Registered Training Organisation, must comply with the following NVR Standards for Registered Training Organisations 2015; 5 and 6.

2. SCOPE

This policy applies to all Ai Group Training Services prospective and existing students, clients, staff and employers.

3. DEFINITIONS

AiGTS	Ai Group Training Services
SRTO	Standards for Registered Training Organisations 2015

4. STATEMENT OF POLICY

4.1 Diversity

- 4.1.1 AiGTS recognises and values the individual differences of its students and the community, and recognises that students come into its programs with a wealth of personal knowledge and life experiences.
- 4.1.2 AiGTS recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:
- (i) Providing a welcoming and supportive training community;
 - (ii) Offering flexibility in the way in which training and assessment is provided;
 - (iii) Providing reasonable adjustments to training and assessment activities;
 - (iv) Having transparent student application and enrolment procedures;
 - (v) Having transparent staff recruitment and selection procedures
 - (vi) Determining the needs of all individuals upon engagement with the organisation; and
 - (vii) Providing students, staff and clients access to a range of support services.

4.2 Discrimination and Harassment

- 4.2.1 In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, based on age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.
- 4.2.2 AiGTS is committed to providing all people with an environment free from all forms of harassment. AiGTS will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

4.3 Fairness, student selection and enrolment

- 4.3.1 The principles and practices adopted by AiGTS aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with AiGTS
- 4.3.2 AiGTS aims to provide open, fair, clear and transparent policies and procedures for use by students and staff.

- 4.3.3 Decisions about student selection are based on clearly defined entry requirements. Students will be selected on merits, based on course criteria. Entry requirements as well as application and enrolment procedures are published in AiGTS marketing materials, course guides and the Ai Group Training Services website.
- 4.3.4 All people will be treated courteously and expeditiously throughout the process of enquiry, application and enrolment, and throughout their participation in a course.

4.4 Access and equity

- 4.4.1 AiGTS provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.
- 4.4.2 AiGTS provides equitable access to training and education services by:
- (i) Offering culturally appropriate training and assessment services resources that are relevant to student needs and circumstances;
 - (ii) Referring students to support and counselling services where required;
 - (iii) Offering a wide range of course and learning options;
 - (iv) Assisting students to arrange additional services if required, such as interpreters and trained note takers;
 - (v) Providing courses that are self-paced and flexibly delivered; and
 - (vi) Encouraging students to be involved in their own feedback and decision making processes to ensure realistic training goals and progress.
- 4.4.3 Students can locate the relevant legislation in the Student/Information Handbook under Commonwealth Legislation and State based Legislation.

4.5 Exclusion from services

- 4.5.1 AiGTS may not provide accessible services to a person if:
- (i) They have a criminal history that impacts on the requirements of the course or vocation of the area being studied;
 - (ii) The student requires delivery in a language other than that being offered by AiGTS in accordance with the related Training Package or Course Curriculum;
 - (iii) The student requires special services or facilities, and provision of such would cause unjustifiable hardship to AiGTS.

5. POLICY ADVISOR

- Senior RTO Compliance Officer