

POLICY

Fair Treatment and Equal Benefits and Opportunity Procedures

1. Overview

Community Training Australia Pty Ltd will treat fairly all of its students and persons seeking to enrol with the Registered Training Organisation.

2. Access & equity

It is the policy of Community Training Australia Pty Ltd to provide equal opportunity for all persons regardless of race; national or ethnic origin; sex; marital status; family responsibilities; disability; age, or sexual; political or religious beliefs. CTA recognises that, by providing a learning environment and related support mechanisms which encourage all students to achieve their personal best, regardless of their background and personal circumstances, it will foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

3. Fair treatment

As a VET Provider Community Training Australia Pty Ltd will treat fairly:

- (a) all students who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Higher Education Support Act 2003 (“the Act”); and
- (b) all persons seeking to enrol with Community Training Australia Pty Ltd in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

4. Equal benefits and opportunities

As a VET Provider Community Training Australia Pty Ltd will have open, fair and transparent procedures that are based on merit for making decisions about:

- (a) the selection, from among persons who are, or would be, entitled to VET FEE-HELP assistance under subclause 43(1) of Schedule 1A of the Act and who seek to enrol with Community Training Australia Pty Ltd in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act; and
- (b) the treatment of students who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act undertaking a VET course of study.



The above undertakings do not prevent Community Training Australia Pty Ltd taking into account, in making decisions about the selection and treatment of students, educational disadvantages that a particular student has experienced or the fact that the student may be enrolled via a VET restricted access arrangement.

5. Pre-enrolment information

Community Training Australia Pty Ltd will ensure that prior to enrolment prospective students receive adequate information regarding the course, training, assessment, services and Commonwealth assistance provided by Community Training Australia Pty Ltd to enable them to make an informed decision about the suitability of the course and the RTO for their individual needs.

Community Training Australia Pty Ltd will provide clear information to each student, prior to enrolment in regards to:

- student selection, enrolment and orientation procedures;
- course information, including educational and vocational outcomes;
- fees and charges, including refund policy;
- provision for language, literacy and numeracy assistance;
- student support services;
- welfare and guidance services;
- flexible learning and assessment procedures;
- grievance and appeals procedures;
- disciplinary procedures;
- recognition of prior learning (RPL) arrangements and credit transfer.

6. Student selection

Students will be selected on merit based on the published criteria. CTA will ensure that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously.

Entry criteria and application procedures are published in Community Training Australia Pty Ltd marketing material and on the website for the information of students and persons seeking to enrol with Community Training Australia Pty Ltd.

It is recommended that all students wishing to enrol in a VET course of study have the minimum requirement of the School Certificate (Year 10) or equivalent. Completion of the Higher School Certificate (Year 12) or equivalent would be an advantage for students entering a Diploma course. If students do not have these qualifications they may enter programs on the basis of the training package rules which may



include successful completion of a Language, Literacy and Numeracy Test or other evidence of successful workplace competence.

6.1 Selection and admissions process

6.1.1 A prospective student contacts Community Training Australia Pty Ltd to enquire about a course.

6.1.2 An information package is sent to the prospective student containing depending on the program:

- A letter
- Brochures on courses available
- Application form
- Course information session invitation
- Textbook information
- Fee schedule information

6.1.3 Persons seeking to enrol in a course with Community Training Australia Pty Ltd are required to complete and submit the application form contained in the information package. Applications may be submitted by post, fax or email.

6.1.4 It is recommended that all prospective students attend an information session about the course or have a discussion by phone with the Course Coordinator for the program.

7. Commonwealth assistance

The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.

8. Publication

This Fair Treatment and Equal Benefits and Opportunity Policy and Procedure will be made available to students and persons seeking to enrol with Community Training Australia Pty Ltd through publication in the Student Handbook and on the RTO's website (<http://www.communitytrainingaustralia.com.au>).

Specifically the fairness requirements include:

- Fair treatment (HESA Schedule 1A cl18)
- Equal benefits and opportunities (HESA Schedule 1A cl18)
- Student grievance procedures (HESA Schedule 1A cl19)
- Student review procedures (HESA Schedule 1A cl19)
- Requirements to appoint review officers (HESA Schedule 1A cl21-22)
- Personal information procedures (HESA Schedule 1A cl23)
- Tuition assurance – VET and HE (HESA Schedule 1A cl20)



Definitions:

'CTA' means Community Training Australia Pty Ltd

'RTO' means Registered Training Organisation (Community Training Australia Pty Ltd is the RTO)

'VET' means Vocational Education and Training

'the ACT' refers to the Higher Education Support Act 2003 (HESA)