ACCESS EQUITY & FAIRNESS
POLICY & PROCEDURE

COMPLAINTS & APPEALS

DOCUMENTS:
- Complaints & Appeals Report Form
- Complaint Appeal Register
- Complaint Appeal Schematic

REFERENCES:
- Appeals Policy
- Complaints Policy
- Fit & Proper Persons Policy
- Privacy Policy
- Australian Qualifications Framework
- Disability Discrimination Act Cwlth. (1992)
- Fair Work Act Cwlth. (2009)
- Fair Work Regulations Cwlth. (2009)
- Fit & Proper Persons Requirements (2011)
- Privacy Act Cwlth. (1988)
- Racial Discrimination Act Cwlth. (1975)
- Racial Discrimination Act Cwlth. (1975)
- VET Quality Framework
- Standards for Registered Training Organisations (RTOs) 2015 Cwlth.
- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Working with Children (Criminal Record Checking) Act 2004
- Children's Protection Act SA (1993)


MANAGING DIRECTOR

DATE: 28 May 2015
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PURPOSE

It is the purpose of this policy to clarify 4Life’s ethical and legal position in regards to the provision of open access and equity to all stakeholders of the organisation.

SCOPE

4Life’s Director and Managers are responsible for client equity.

The Director and Managers are to ensure staff act according to this policy and all clients are made aware of their rights and responsibilities pursuant to this policy.

Information regarding the Access and Equity Policy is contained in the 4life Code of Practice and is displayed throughout the organisation.

The scope of this policy encompasses all:

1. Domestic and international candidates for enrolment in any 4Life courses or qualifications;
2. All students of 4Life;
3. All candidates for employment with 4Life;
4. All employees of 4Life;
5. All sub-contractors of 4Life;
6. Third Parties in partnership with 4Life;
7. other stakeholders;
8. The on and off-job learning and all qualifications and courses and services delivered by 4Life;
9. All employees, contractors, students or potential students and other stakeholders.

Anti-Discrimination, Human Rights, Equal Opportunity & Disability Discrimination legislations are all covered by this policy.

DEFINITIONS

Advocate

Individual who accompanies an appellant for the purposes of support throughout the process. An advocate for the purposes of this policy does not include Legal Representation.

Access and Equity

Refers to the policies, procedures and approaches that ensure that 4Life’ training programs are responsive to the diverse needs of all employees, students and other stakeholders.

Being accessible and equitable means ensuring that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location.

It includes:

- Providing and promoting non-discriminatory, inclusive practices and processes; and
• Ensuring equal opportunities for all students to achieve their learning outcomes through reasonable adjustment of services, learning and assessment; and

• Commitment to treating all students or prospective students fairly.

Appeal
An appeal arises when a stakeholder is not satisfied with a decision taken by 4Life.

Bullying
The Fair Work Act (2009), defines bullying as:

• a person or a group of people who repeatedly behave unreasonably towards a worker or a group of workers at work; and

• the behaviour creates a risk to health and safety.

Unreasonable behaviour includes victimising, humiliating, intimidating or threatening. Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances.

Examples of bullying include;

• behaving aggressively;

• teasing or practical jokes;

• pressuring someone to behave inappropriately;

• excluding someone from work-related events or;

• unreasonable work demands.

Bullying does not include reasonable management action carried out in a rational manner with the intention to assist. (See: s.789FD of the Fair Work Act 2009).

Children’s Protection Officer
The Children’s Protection Officers are the Operations Director in South Australia and General Manager in NSW and their role is to provide and/or facilitate appropriate support services and protections for minor children.

Contractor
Individual or entity engaged by 4Life under contract to deliver specified work on its behalf e.g. Sessional trainer/assessor.

Diversity
Is the variety of differences between people from differing cultural, religious and educational backgrounds

Discrimination
A person is treated less favourably than others due to the person’s circumstances, characteristics or beliefs.

Employee
Person employed by 4Life on a full or part time or casual basis. Does not include Contractors.

Fairness
Reasonable, impartial just manner in the treatment of individuals or groups.
False or Fictitious Allegation
False allegation made intentionally and without foundation or to cause detriment or mischief. Knowingly lodging a false allegation. (without truth or foundation).

Harassment
Unwelcome and unwarranted behaviour that offends, intimidates, humiliates or embarrasses another person.

This behaviour can be written, physical, verbal or visual in nature. Harassment is not necessarily deliberate or intentional and can be one incident or several incidents occurring over a period of time. Harassment may be accompanied by an expressed or implied threat.

International Student Support
The ISSOs are the Operations Director in South Australia and General Manager in NSW and their role is to provide and/or facilitate appropriate support services for international students.

Note: Dedicated ISSOs will be engaged at both Sth Aust and NSW sites as soon as student numbers evidence the need for a dedicated person(s).

Malicious Allegation
Fictitious allegation made intentionally and without foundation or to cause detriment or mischief. Knowingly lodging a false appeal (without truth or foundation).

Minor Child
A child under the age of 18 years.

Sexual Harassment
Sexual propositions or advances, verbal or written requests of a sexual nature, sexually explicit conversations, sexual suggestions or innuendos, gender-based insults and taunting, invasive questioning, physical contact and the display of offensive material (e.g. posters, cartoons, jokes, graffiti, magazines, screensavers, email).

Stakeholder
Individual or Entity who is not legally employed by 4Life e.g. Supplier, Contractor, Regulatory Authority.

Zero Tolerance
Zero tolerance means that 4Life will not accept any form of discriminatory behaviour and will impose automatic suspension from education or employment during investigation for breach of our Access, Equity & Fairness policy. Where allegation is proven disciplinary action will be taken.

POLICY
It is the policy of 4Life to ensure the learning environment and workplace are safe and equitable through:

- zero tolerance of any form of harassment, bullying, discrimination and/or racial vilification which is, as a minimum, aligned with State and Federal legislation; and;
- an inclusive learning environment with support mechanisms to ensure the success of all students.

4Life’s Access and Equity is based in the following principles:

- All employees, contractors, students or potential students and other stakeholders will be treated with respect in a workplace and learning environment free of harassment and intimidation; and
ACCESS EQUITY & FAIRNESS  
POLICY & PROCEDURE

- All decisions will be fair, reasonable, non-discriminatory and based on merit; and
- No individual or group will be treated less favourably than another; and
- All communications and interactions will be free of bias, prejudice and discriminatory language; and
- All stakeholders will be encouraged to participate in the development and improvement of services.

ZERO TOLERANCE APPROACH

1. Where an allegation of discriminatory behaviour is made:
   1.1. in the first instance 4Life will discuss the allegation with all parties immediately;
   1.2. the perpetrator will be placed on suspension from employment, study or service provision;
   1.3. an investigation will conducted and completed within 5 working days of the allegation having been made;
   1.4. all parties will receive a copy of the investigation report.

2. Where the allegation is proven to be true 4Life will:
   2.1. where the misconduct is of a lesser degree (e.g. inappropriate humour) and the complainant is willing to enter into mediation, 4Life will:
      2.1.1. in the case of employee or student;
         2.1.1.1. arrange mediation; and
         2.1.1.2. place the perpetrating employee, subcontractor (trainer/assessor) or student on probation; and
         2.1.1.3. require the perpetrator to undertake appropriate anti discrimination training, at their own cost;
      2.1.2. require other stakeholders to provide written guarantee that:
         2.1.2.1. the individual(s) have been reprimanded; and
         2.1.2.2. the individual(s) have undertaken appropriate anti-discrimination training; and
         2.1.2.3. either the individual(s) providing the service will be replaced or that they will not perpetrate any type of discriminatory behaviour in the future.

3. If the perpetrator refuses to participate as indicated above:
   3.1. students will be expelled and a ban placed on future re-enrolment until they evidence 4Life’ requirements;
   3.2. employee will be terminated from employment until they evidence 4Life’ requirements;
   3.3. sub-contractor and contractor contracts will be terminated with a ban placed for all future all contracted services unless they can evidence 4Life’ requirements.

4. where the misconduct is of a significant type or level 4Life will implement:
   4.1. Employee - termination of employment from 4Life.
4.2. Contractors and other stakeholders – termination of current contract or services and ban on all future contracts or services;

4.3. Students – expulsion from current and ban on future enrolments with 4Life.

FALSE OR MALICIOUS ALLEGATIONS
Anyone found to have made a false or misleading allegation will face disciplinary action as per 4.1 to 4.3 above.

PROCEDURE FOR REPORTING

MINOR CHILDREN
Children in the first instance should report any concerns to any 4Life employee they feel most comfortable with.

The employee will report the issue to the Child Protection Officer who will commence investigations immediately.

The employee will concurrently with the Child Protection Officer’s investigation assist the student and their parent(s) to access and complete the Complaints Process.

The Children’s Protection Policy should be followed.

ADULTS
Concerns regarding Equal Opportunity, Harassment, Discrimination or other inappropriate conduct should be reported immediately to the Operations and/or Education Director(s).

Where the Operations and/or Education Director(s) are not available or the complainant prefers they may report to the Trainer/Assessor, supervisor, trainer or other 4Life personnel with whom they feel most comfortable.

Please refer to Complaint Process and associated documentation for detailed information on the handling of all complaints.

DELEGATED AUTHORITY
4Life employees and contractors are delegated with the authority to determine whether an individual should be immediately removed from a harmful situation.

Employees and stakeholders are authorised to remove a student, employee or other stakeholder from a harmful situation without prior consultation with senior management.

All actual or suspected harmful situations must be reported immediately to the Operations and/or Education Director(s) and/or General Manager.

ACCESS
All stakeholders are strongly encouraged to discuss any issues and/or request further information regarding access and equity.

ZERO TOLERANCE CLASSIFIED BEHAVIOURS

ABUSE OF CHILDREN
4Life is committed to a child safe environment for all of our minor students and all allegations of inappropriate behaviours towards children are zero tolerance behaviours and will immediately be reported to police as is required by law and the alleged perpetrator placed on suspension pending an investigation. Where an allegation is proven to be true this will result in immediate expulsion, termination of employment or contract.
All employees, contractors, students and other stakeholders should note that children accessing 4Life’s services will be provided with greater supervision and support than adults.

Abuse of children incorporates physical or mental harm of any kind and neglect and may include but not be limited to:

- any of the behaviours listed as Zero Tolerance below;
- inappropriate physical contact of any kind;
- sexual contact of any kind;
- verbal abuse;
- exploitation;
- intimidation;
- ostracising.

Any person or persons making a report under Child Safe Environments will be supported and will not be victimised.

BULLYING & HARASSMENT

4Life recognises that ignoring harassment and bullying can have serious consequences for all parties. Given that 4Life seeks to attract and retain talented personnel and students from all backgrounds and to maintain safe and positive work and learning conditions, it is determined to provide an environment free of harassment, victimisation and bullying and to upholding of State and Federal laws pertaining to any form of harassment or discrimination.

The boundaries of what constitutes harassment, victimisation and bullying may vary from person to person and these may vary dependent upon the relationships.

Bullying and harassment should not be confused with legitimate comment and advice (including positive feedback) given appropriately by management or trainers and assessors.

Note: Some types of bullying and harassment may be classified as “assault” and would then be prosecutable under law.

4Life is committed to a safe environment for all employee and students and specifically will not condone, encourage or tolerate inappropriate interpersonal behaviours such as bullying or harassment.

4Life will respond quickly in the event that incidences of bullying and/or harassment are reported during on or off the job training. 4Life will manage a bullying complaint via its current Complaint Policy/Procedure

All bullying and harassment behaviours are zero tolerance behaviours and may immediately result in expulsion, termination of employment or contract. Serious cases of bullying or harassment may constitute a criminal offence. In such cases 4Life will notify police immediately especially if any bullying or harassment includes incidents of physical assault.

From 1 January 2014, a worker in a constitutionally covered business who reasonably believes that he or she has been bullied at work can apply to the Fair Work Commission for an order to stop the bullying.

A worker includes:

- an employee;
- a contractor or subcontractor;
- an employee of a contractor or subcontractor;
- an employee of a labour hire company who has been assigned to work in a particular business or organisation;
- an outworker;
- an apprentice or trainee;
- a student gaining work experience;
- a volunteer.

The Commission can only make an order if there is a risk that the worker will continue to be bullied at work by the particular individual or group nominated in their application.

Any person experiencing bullying or harassment should immediately advise the CEO or an employee with whom they feel most comfortable.

Any person or persons making a report under the Fair Work Act will be supported and will not be victimised.

**SEXUAL HARASSMENT**

Harassment of a sexual nature (e.g. sexual propositions or advances, sexually explicit conversations, suggestions or innuendos etc.) are illegal if in circumstances in which a reasonable person would be able to have anticipated that the person harassed would be offended, humiliated or intimidated.

4Life is committed to a safe environment for all employee and students and sexual harassment of any form will be dealt with immediately. Serious cases of harassment may constitute a criminal offence.

4Life will notify police immediately if harassment includes incidents of physical assault which may include inappropriate touching.

Any person or persons making a report under the relevant legislation will be supported and will not be victimised

**DISCRIMINATION**

Note: Serious cases of discrimination may constitute a criminal offence. Any person or persons making a report under the relevant legislation will be supported and will not be victimised.

Discrimination is broadly defined as treating one person or a group of people unfairly over another based on factors that are unrelated to their ability or potential. State and Federal legislation protects people from discrimination and from being treated unfairly because they have complained about discrimination.

Direct or indirect discrimination on the basis of one or more of the following attributes is unlawful:

- Age
- Gender identity
- Breastfeeding
- Physical, psychiatric or intellectual illness or impairment
- Lawful sexual activity/ sexual orientation
- Marital status
- Physical features
- Political affiliation
- Pregnancy
- Nationality and/or cultural background
- Religious affiliation
- Status as a parent or carer
FAIRNESS & EQUITY

STUDENTS

1. 4Life’s student selection process is fair, equitable and transparent. No candidate for training selection will be discriminated against and reasonable adjustment and support mechanisms will be adopted where required to ensure a student’s success; and

2. 4Life’s assessment system and its processes will not disadvantage any student or candidate. All students or candidates are guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines include flexibility and reasonable adjustment for working with candidates and students who have special needs; and

3. 4Life’s assessment process evidences the following characteristics:
   a. The standards, assessment processes and all associated information are straightforward, understandable and accessible; and
   b. The characteristics of potential candidates are identified, to enable flexibility and reasonable adjustment of delivery and assessment where required; and
   c. The chosen processes and materials within the system of assessment do not disadvantage candidates or students; and
      Appropriate and effective complaints and appeal resolution mechanisms, linked to a proactive continuous improvement, are in place to address and remediate any unintentional issue of unfairness or disadvantage identified; and
   d. Where potential disadvantages are identified, remedial actions are taken as a matter of priority to ensure there is no repetition of the situation.

4. All candidates applying for course entry will be informed of and provided with the Access and Equity Policy via the 4Life website, included in the application pack and at induction.

5. All students and candidates will be afforded the confidential opportunity to disclose any situation they believe may impede their ability to successfully complete without support or assistance. This will be done via the Disability Disclosure Form and a consequent meeting with 4Life’s Trainer/Assessor for the qualification applied for.

   The Trainer/Assessor will discuss and negotiate with the individual an appropriate support plan which may include both internal and external support strategies. The Trainer/Assessor will clearly identify in writing that referral to external support services will be free and that any cost for the support service is not covered by the course fees and will be at the expense of the individual.

EMPLOYEE SELECTION & RECRUITMENT

4Life is an equal opportunity employer and values the diversity of its workforce. This means that without discrimination on any grounds:

1. the most capable person for placement in a position will be selected;

2. within 4Life’s capacity all stakeholders will be assisted to participate, maintain and develop personally and professionally;

3. does not grant favouritism or special favours to any candidate or employee in selection or promotion.
AWARENESS & RIGHTS

1. Employees, students and other stakeholders of 4Life are expected to be conscious of actual and potential difference and to actively recognise and respect the boundaries directly or indirectly set by others.

2. All people associated with 4Life may expect the following rights to;
   - be treated with respect and fairly;
   - be emotionally and physically safe in the environment;
   - have all reports of harassment treated respectfully, seriously, impartially, sensitively and with reasonable confidentiality and for those issues to be addressed immediately and appropriately;
   - where ever possible, have complaints resolved by a process of discussion, cooperation and conciliation; and
   - receive information, support and assistance in resolving the issue for all parties involved in the complaint.

3. No person lodging a complaint, or assisting in the investigation of a complaint, will be victimised or treated unfairly.

4. Timely access to their student or personnel records/files.

5. All employees and students are expected to participate in the complaint resolution process in good faith.

RESPONSIBILITIES

MANAGING DIRECTOR

The Managing Director is the Responsible Officer for legislative compliance including but not limited:

- Corporate e.g. ASIC;
- Occupational Health Safety & Welfare;
- Industrial Relations
- Training & Skills Commission SA;
- VET Quality Framework including Australian Qualifications Framework;
- Education Services for Overseas Students Framework;
- Discrimination & Human Rights.

It is the Managing Director’s responsibility to ensure that 4Life and all of its stakeholders are afforded and provide open access to this policy and related legislation.

EDUCATION DIRECTOR

The Education Director is responsible for compliance to legislative requirements in relation to development and delivery of all learning and assessment including but not limited to:

- VET Quality Framework including Australian Qualifications Framework;
- Education Services for Overseas Students Framework;
- Training & Skills Commission;
- Occupational Health & Safety;
- Discrimination & Human Rights.

and for setting an example by appropriate behaviour at all times.

Additionally they are responsible for ensuring, directly and through the General Managers, that:

- all employees, contractors and students are conversant with and correctly action this policy and procedure;
- all students are fully informed of the policy and procedure as part of the pre enrolment information and induction process;
- appropriate monitoring/auditing of Trainer/Assessor activities in relation to this policy and procedure is conducted effectively and regularly;
- intervention options are made available to students with supportable issues in a timely and appropriate manner;
- fair and equitable decisions are taken in relation to this policy and procedure.

The Education Director is the Accountable Officer who is responsible for quality of training and assessment and student completion. In particular in collaboration with trainer/assessors:

- actively monitor student progress;
- intervene immediately it becomes apparent a student is not progressing satisfactorily and provide mentoring and intervention supports to students experiencing supportable issues.
- Ensuring that employee and students are aware that harassment is unlawful, unacceptable and will not be tolerated.
- Setting an example by appropriate behaviour at all times.

The Education Director is responsible for ensuring access, equity and fairness through:

- establishing open lines of communication with all stakeholders to ensure reporting of incidents.
- treating any reporting of unacceptable behaviour in a confidential, sensitive, and serious manner.
- treating the alleged perpetrator impartially pending a fair and open investigation.
- acting on any allegations, complaints or appeals swiftly following 4Life’s procedures as outlined in this policy and the Complaint or Appeal Policies/Procedures.
- continuously monitoring, educating, informing and supporting all employees, contractors, visitors and students to reinforce a safe and equitable workplace and learning environment.

In the capacity of Compliance Officer to meet the requirements of the Compliance Officer Policy and in particular Children’s Protection in collaboration with the Children’s Protection Officers.
OPERATIONS DIRECTOR

The Operations Director is responsible for ensuring:

- the currency of and ease of access to relevant legislation, policy and support in relation to access, equity and fairness for all stakeholders;
- support services are available and accessible to stakeholders;
- this policy is incorporated at 4Life website, is including in application packs and the induction process for both students and employees;

and for setting an example by appropriate behaviour at all times.

The Operations Director is the International and Domestic Student Support Officer for South Australia and is responsible for the welfare of students including academic and attendance progress and provision of support mechanisms.

STUDENT SUPPORT & CHILDREN’S PROTECTION OFFICERS

The Student Support Officers and Children’s Protection Officers are responsible for the welfare of students and Children’s Protection throughout the student's period of study with 4Life.

At the time of publication of this policy the Student Support Officers and Children’s Protection Officers are the Operations Director in South Australia and the General Manager in NSW.

GENERAL MANAGERS

General Managers are responsible for assisting and supporting the Education and Operations Directors to meet their obligations under this policy.

The General Manager – NSW, is the International and Domestic Student Support Officer for New South Wales and is responsible for the welfare of students including academic and attendance progress and provision of support mechanisms.

GENERAL

1. It is the responsibility of all 4Life personnel, and stakeholders to
   - Setting an example by appropriate behaviour at all times.
   - ensure their personal well being;
   - the well being and development of all other 4Life stakeholders;
   - through immediate intervention and reporting of any situation which vilifies or demeans or harms an individual.

2. Employees, Contractors and students are required to be aware of and be compliant with the relevant legislations in regards to access, equity and antidiscrimination including:
   - Training & Skills Development Act 2008 (SA)
   - National Vocational Education & Training Regulator Act 2011
   - Standards for Registered Training Organisations (RTOs) 2015
   - Fit & Proper Persons Requirements 2011
   - Australian Human Rights Commission
   - Australian Human Rights Commission Act 1986
   - Sex Discrimination Act 1984
   - Racial Discrimination Act 1975
Age Discrimination Act 2004
Disability Discrimination Act 1992

Fair Work Act 2009
Fair Work Regulations 2009
Freedom of Information Act 1982
Privacy Act 1988 – Privacy Amendment (Enhancing Privacy Protection) Act 2012 –
Australian Privacy Principles
Workplace Relations Act 1996
Equal Opportunity for Women in the Workplace 1999

Children’s Protection Act SA (1993)
Working with Children (Criminal Record Checking) Act 2004
Fair Work Act 1994
Fair Work (Commonwealth Powers) Act 2009
Freedom of Information Act 1991
Industrial and Employee Relations Act 1994
Industrial Law Reform (Fair Work) 2005
Professional Standards Act 2004
Racial Vilification Act 1996
WorkCover Corporation Act 1994
Worker’s Rehabilitation and Compensation Act 1986

Trans Border
All other Federal & State Government legislation, regulations, Acts that may be ratified or
updated and as may be relevant from time to time.

Vocational & Industry Sectors
Legislation unique to the vocational sector.

Additional Legislative Information and Updates
Can also be accessed at
- [http://www.austlii.edu.au](http://www.austlii.edu.au)

Employees and students should not make false or malicious complaints.

EMPLEYES

All personnel, including supervisors and management, have a responsibility for ensuring the
workplace and learning environments are free of discrimination and harassment. Each employee
has the responsibility to ensure that 4Life’s culture is one of respect for others and:

- To ensure that they avoid committing harassment or discrimination in any form.
- Offer support to anyone affected by harassment or discrimination.
Report any example of harassment or discrimination to the Operations and/or Education Director(s).

If harassed, take action to stop it, not only for self-protection, but to prevent others suffering the same form of discrimination.

Treat alleged perpetrators fairly.

If they believe that they have been harassed or denied equality in employment should contact Operations and/or Education Director(s).

Request the assistance of another person in raising the complaint and in any subsequent resultant interviews.

Setting an example by appropriate behaviour at all times.

STUDENTS

All international and domestic students have the responsibility to:

- Ensure that they avoid committing harassment or discrimination in any form.
- If harassed, take action to stop it, not only for self-protection, but to prevent others suffering the same form of discrimination.
- Make themselves aware of and act within the confines of relevant legislation and this policy.
- Enhance the learning experience by allowing others to learn without compromise of the learning environment through poor or distracting behaviours;
- Exhibit positive behaviour at all times;
- Follow instructions at all times.
- Request the assistance of another person in raising the complaint and in any subsequent resultant interviews.

THIRD PARTIES

All Third Parties will operate under a MoU arrangement that will include agreement to meeting 4Life policy as a minimum.

All Third Parties will be required to meet 4Life’s Access, Equity and Fairness requirements.

APPLICABLE STANDARDS

STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015

Made under the National Vocational Education and Training Regulator Act 2011:

STANDARD 1 - TRAINING & ASSESSMENT STRATEGY

Clause 1.3:

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

Clause 1.7:

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

STANDARDS FOR REGISTERED TRAINING ORGANISATIONS - EDUCATION SERVICES FOR OVERSEAS STUDENTS

Made under the Education Services for Overseas Students Act 2000 (the ESOS Act)

STANDARD 6

Clause 6.2

The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.