

Purpose

To promote an accessible, transparent and equitable training and education environment, free from all forms of discrimination and harassment to assist learners in identifying and achieving their desired learning outcomes.

Scope

SGS Australia Pty Ltd applies access and equity principles through all of its policies and procedures to promote full and equal participation of all learners through the provision of safe, non-discriminatory, quality training services. Therefore this policy is in place to ensure that employees of SGS Australia follow all legislative requirements, and SGS policies and procedures; particularly those that relate to the support and welfare of our learners.

Definitions

Reasonable Adjustment

A measure or action taken to enable learners with a disability or special need to participate in training on the same basis as learners without disability. All Registered Training Organisations are obliged to provide reasonable adjustment to ensure maximum participation of learners with disability. Its purpose is to make it possible for learners with disability to participate fully, with the same learning opportunities as learners without disability, and have the same opportunity to perform and complete assessments as those without disability.

Reference

- Standards for Registered Training Organisations (RTOs) 2015
- Disability Discrimination Act (1992)
- Racial Discrimination Act 1975
- Children and Young Persons (Care and Protection) Act 1998 NSW

Policy

SGS Australia will be supportive, transparent and respectful of the rights of all potential and enrolled learners. SGS Australia will ensure that prior to enrolment, prospective learners receive adequate information regarding the course, training requirements, support services and our policies and procedures to enable them to make a confident and suitable decision on the training program. Prior to enrolling in training, potential learners are encouraged to contact SGS Australia if they have any special needs that will impact their ability to meet the physical and literacy demands of the course.

SGS Australia is committed to maintaining a supportive and fair training environment by the fair allocation of resources and involvement, providing equal opportunity for all prospective and enrolled learners. Complaints and appeals are dealt with in a fair and equitable manner as per the Complaints and Appeals Policy.

Under 18's

SGS Australia is committed to the safety and wellbeing of all children who use its services and is dedicated to protecting them from harm. SGS ensures that all staff treat children and young people with respect and understanding at all times. SGS Australia carefully selects, screens and monitors people whose role require them to have regular contact with children and ensures that those who deal with children within the organisation have a current Working with Children Check as per the NSW Child Protection (Working with Children) Act 2012.

Language, literacy and numeracy (LLN) support

SGS Australia endeavours to determine a learners LLN information prior to course commencement via the booking and enrolment processes. As SGS Australia only offers short courses and the general cohorts of our learners are from mining and construction industries, there are times where LLN issues may arise once the training has commenced. Trainers are provided with the necessary training to ensure they have the knowledge and skills required to identify LLN issues as they arise.

In the event that a learner with LLN difficulties are identified, appropriate reasonable adjustment strategies to assist them with their learning will be implemented. These needs will be addressed through all learning and assessment activities over the duration of the course. Where possible, learners are provided with advice and support services in the provision of external LLN assistance services.

Physical requirements of our courses

Wheelchair access is not available at our Mayfield West training facility. SGS Australia provides training in high risk safety, rescue and first aid courses that require a certain amount of physical mobility. Any considerations or adjustment in these courses will need to ensure that it does not compromise the integrity of the assessment requirements of the Unit of Competency. The physical requirements of these courses are noted on our website <https://learning.sgs.com/au> as well as the applicable course flyers.

Learners with disabilities and special needs

Learners with disabilities and special needs are offered the same opportunities as any other learner. All learners including those with special needs are advised of a range of support services available to them prior to enrolment via our Learner Handbook located on our website <https://learning.sgs.com/au>. If a learner chooses to disclose to SGS Australia that they have a disability, SGS Australia representatives will consult with them on reasonable adjustments to their training and assessment as per the Reasonable Adjustment Procedure.

Reasonable adjustment

Where possible, SGS Australia will make reasonable adjustment to the provision of training and assessment services to facilitate the participation of all learners as per the Reasonable Adjustment Procedure. SGS Australia will ensure that the reasonable adjustment chosen for a Learner will not compromise the integrity of the assessment requirements of the Unit of Competency.

SGS Australia Trainers and staff can provide learners with support to assist the student throughout the learning process. Examples of reasonable adjustment may include (where available): large print, coloured paper, extra time, additional support from the Trainer/Assessor, adequate rest breaks, and verbal assessment as an alternative to writing.

Reasonable adjustment does not give learners with disability an advantage over others or change course standards, outcomes or guarantee success.

Unjustifiable hardship

The Disability Discrimination Act does not require changes to be made if this will cause major difficulties or unreasonable costs to a person or the RTO. This is called "unjustifiable hardship". Whether or not the adjustments that a learner requires pose unjustifiable hardship for a RTO will depend on the circumstances of the situation. It will be decided on a case by case basis referring to the Disability Discrimination Act.

Counselling and external support services

Information relating to learner support services is located in our Learner Handbook. SGS Australia's list of support services can include, but are not limited to:

- referral to an LLN Specialist
- external welfare and counselling services
- disability support services
- study and learning advice organisations

Referrals to external support services by SGS Australia are provided at no additional cost to the learner, however the Learner will be made aware that costs associated with the support service will be payable by the Learner.

This policy will be reviewed annually or following any legislative or organisational changes.

REVISION RECORD		
Revision:	Date:	Changes since last issue:
1.1	16/04/2020	Minor change to wording
1.0	19/02/2020	Initial issue