Access and Equity

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<tr><td>Purpose and Scope</td><td>The purpose of this policy is to ensure that Armstrongs Driver Education is committed to providing equity of opportunity, access, choice, and flexibility. Providing individuals with accommodation of needs related to disability, race, socio-economic status, gender, language, ethnicity, geographic isolation, sexuality, work commitments, and family responsibilities.

Armstrongs Driver Education will establish guidelines, aligned with government Policies and Legislation, to provide these opportunities whenever possible or seek assistance for the participant from the relevant agencies or departments.

This policy is underpinned by the following principles:
1. All Armstrongs Driver Education's training, assessment, and client services will be provided within a values framework of equal opportunity, anti-discrimination, and inclusiveness. This framework upholds that every individual has the right to full and equitable access to and participation in and/or provision of all Armstrongs Driver Education's services.
2. Equity ensures fairness, openness and flexibility achieved through practices that are free from bias and discrimination which provides individuals with the opportunity to access, participate in and achieve outcomes from training.

Scope
This Policy and Procedure applies to all Armstrongs Driver Education's staff, clients, and stakeholders. Access and Equity principles are embedded and underpin all Armstrongs Driver Education operations and activities.

All new employees will be required to participate in an induction. Through the induction process, the principles of access and equity will be highlighted.

Students enrolling in Armstrongs Driver Education's courses and programs will be able to access the Student Handbook online through the Armstrongs website. The Student Handbook includes an overview of the principles of access and equity and how they are applied across Armstrongs Driver Education's education and training services.</td></tr>
<tr><td>Responsibility</td><td>It is the responsibility of the CEO for the inclusion of access and equity principles across all of its operations.</td></tr>
<tr><td>Standards and Conditions</td><td>The following table represents areas which this policy and procedure relates to in accordance with AQTF Essential Standards and Conditions, DTP Heavy Vehicle Business Procedures Manual, DTP Heavy Vehicle Service Agreement, DTP Motorcycle Business Procedures Manual DTP Motorcycle Service Agreement
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<tr><td>AQTF Essential Standards and Conditions</td><td>Vic Roads</td></tr>
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Standard 1 - 1.2, 1.5 Standard 2 - 2.5, 2.1,2.3, 2.6, 2.7 Condition 3, 5, 8 VRQA Guidelines 2.5,2.6, 2.7, 2.8, 4.1,4.2	DTP Motorcycle Service Agreement Part 1 - Clause 1 - 1.1,1.2 Clause 2 - 2.1, 2.2,2.7 Clause 5 - 5.5,5.6 Clause 14 DTP Motorcycle Business Procedures Manual Clause 1.2 Clause 2.4 Clause 3.5 Clause 10 Vic Roads Heavy Vehicles Service Manual Clause 1.9, 2.3,2.4, 4.1 - 4.1.2.,5.4,12.3, 14	

Definitions or Reference Documents

Definitions

- **VET Quality Framework** – Outlines the standards for achieving consistency in how the Registered Training Organisations (RTOs) are monitored. The VET Quality Framework comprises:
  - The Standards for RTOs 2015 (The Standards)
  - The Australian Qualifications Framework (AQF)
  - The Fit and Proper Person Requirements
  - The Financial Viability Risk Assessment Requirements
  - The Data Provision Requirements
- **Australian Qualifications Framework (AQF) –** The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework
- **National VET Regulator (NVR) –** The Standards: Sets out the requirements that an organisation must meet to be a Registered Training Organisation
- **VET** - Vocational Education and Training
- **Compliance to Legislation** – There is evidence of systems and processes in place to identify relevant legislation, regulations, and guidelines as well as monitoring systems to ensure compliance
- **Relevant Legislation** – Acts of Parliament
- **Regulatory Requirements** – Validation, Moderation, Reporting
- **Statutory Requirements** – Approvals, licences, permits, etc. required for the delivery of nationally recognized training
- **Non-compliance** – Failure to provide evidence of systems and processes in place to meet the expected outcomes

	• **VRQA** - The Victorian Registration and Qualifications Authority (VRQA) is Victoria's education and training regulator
	• **VRQA Guidelines –** The Guidelines' purpose is to ensure the quality of training and assessment services in Victoria reflects a nationally consistent approach to VET regulation. The Guidelines align Victoria's regulatory settings to the national Standards for Registered Training Organisations 2015
	• **AQTF Essential Standards and Conditions –** A national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system
	• **Quality Indicators –** A set of three indicators that are part of the AQTF Essential Conditions and Standards for Continuing Registration. The quality indicators are:
	  ○ Employer Satisfaction
	  ○ Learner Engagement
	  ○ Competency Completion Rate
	• **Student** – A person being trained and or assessed by Armstrongs Driver Education Pty Ltd

Policy Statement	Access and equity ensures fairness can be achieved through practices that are free from bias and discrimination. It provides individuals with the opportunity to access, participate in, and achieve outcomes of vocational education and training (VET) or any training provided by Armstrongs Driver Education. Armstrongs Driver Education ensures: • All staff and stakeholders will adopt and implement an inclusive, non-discriminatory approach in all interactions with clients and students, including recruitment, training, assessment and support. • Principles of Access and Equity are embedded in all Armstrongs Driver Education's processes that affect outcomes for clients and students. • Outcomes are maximised for all clients and students through being responsive to their individual needs. • Equitable access to quality training and assessment services, opportunities, activities and choices is available for all students and clients. • That it is responsive at all times through its staff by identifying the diverse needs of all stakeholders within the constraints of available resources. • That it is compliant with the provisions of the Federal and State Anti-discrimination and Equal Opportunity legislation and regulations at all times. • Access and Equity principles are incorporated into the development and deployment of new Armstrongs Driver Education products, services, policies, procedures, practices and/or systems. • Unlawful discrimination does not exist whatsoever or is eliminated in all areas of Armstrongs Driver Education's operations, activities, environment and practice. • The protection afforded to all individuals under the law is upheld in all that Armstrongs Driver Education does and that Armstrongs Driver Education is fully compliant with all Federal and State anti-discrimination and equal opportunity legislation and regulations at all times.

	Clients/students who believe that they have been treated unfairly or in a manner not consistent with the Access and Equity Policy are encouraged to use ***Armstrongs Driver Education's Complaints and Appeals Policy and Procedure*** to address their concerns. Armstrongs Driver Education will promptly and thoroughly investigate all complaints in accordance with the procedures outlined in its ***Complaints and Appeals Policy and Procedure.***