

MADEC Organisational Policy



Title: Access and Equity Policy	Document Number: MOPO 9-1-3/02-04 Custodian: Community College Manager
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Purpose

The purpose of this policy is to affirm MADEC's commitment to be responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Scope

This policy applies to all MADEC staff members, clients, volunteers and visitors. This policy particularly applies to MADEC's Community College. Access and equity do not mean that MADEC, as a registered training organisation, has to accept anyone as a client.

Policy Statement

MADEC applies the principles of access and equity to all of its activities by providing non-discriminatory access to services and seeking comparable education outcomes by all groups in the community. MADEC seeks to improve the knowledge and skills of the community, having regard to the particular needs of individuals and groups.

MADEC will ensure that all necessary information is disseminated to each client prior to enrolment. Prospective and existing students will be individually interviewed and assessed on their eligibility for the courses being provided. They will not be denied access to a course for which they are deemed eligible and where MADEC has the appropriate resources to conduct such courses.

MADEC advocates equal opportunity and human rights and will treat every client fairly and without discrimination in the training environment or the workplace. Training services will be made available to all existing and potential students regardless of age, birth, class, colour, culture, disability, gender, language, ethnic, national or social origin, race, religion or political view, sex, sexual orientation, state of wealth or any other situation applying either to them or their family. MADEC staff will be professional and supportive at all times in their approach to clients.

MADEC has established procedures for dealing with complaints received from clients or from persons acting on behalf of clients. All personal information provided with the complaint or grievance is protected under the Privacy Act 1988.

MADEC has established processes for assessments. A learner's access to the assessment process will not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements of relevant courses. Reasonable adjustments will be made to ensure equity in assessment for people with disabilities. Adjustments include any changes to the assessment process or context that meet the individual needs of the person with a disability, but do not change competency outcomes. Such adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on MADEC or the participant's employer. MADEC trainers and assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.

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Review

This policy will be reviewed on a periodic annual basis (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

Reviewed 21.01.09 – Authorised by the Community College Manager

Reviewed 18.01.10 – Authorised by the Community College Manager

Reviewed 24.12.10 – Authorised by the Community College Manager

Custodian

David Zacher
Community College Manager