

STUDENT EQUAL AND FAIR TREATMENT POLICY

Purpose

To inform and drive the approach of Contour College (Contour) to treatment of students during their interactions with Contour and the approach to providing opportunity to its prospective students.

Scope

This policy applies to all students, past, present and prospective. It is to be enforced and maintained by all employees, permanent and contract, and applied to all situations in dealing with our clients.

Principles

Contour's commitment to fair treatment and equal opportunity, including enrolment and admission, is transparent, consistently applied and available to all.

Fair treatment

Contour is committed to promoting and fostering fair treatment and equal opportunity for all its students and potential students. We are committed to:

- Providing a learning environment where the culture, experiences and diversity of students are recognised, celebrated and supported at all times.
- Ensuring that all communications, publications and documentation, internal and external, does not use any language that may be interpreted to discriminate against persons or groups.
- Offering opportunities for entry into programs of study that strives to not prevent access based on (but not limited to) any of the following attributes of a person:
 - Race
 - Sex or gender
 - Disability
 - Age
 - Marital status
 - Pregnancy
 - Sexual orientation
 - Sexual harassment
 - Gender identity
 - Intersex status
 - Carers' or family responsibilities.
- Advocating for equity and diversity in its day-to-day operations.
- Making all reasonable effort to make adjustments to support the special needs of disadvantaged students and to inform such students of how we will plan, deliver and assess training to take into account their special needs.
- Where unable to meet the resourcing requirements, assisting the student to locate another provider who can offer training that has the necessary resources.
- Having a comprehensive and fair complaints and grievance procedure to ensure every opportunity is provided to students who wish to have decisions reviewed or to provide feedback.

Contour does not tolerate any of the following behaviour by its employees, both permanent and contractual, or among its students while on our premises or in communication with Contour:

- Harassment, bullying and vilification
- Racial vilification and racist behaviour
- Sexual harassment
- Discrimination on grounds of age, sex, marital status, pregnancy, sexuality or race
- Discrimination on the grounds of disability or medical condition
- Discrimination on grounds of religion, political opinion, criminal record or trade union activity
- Discrimination on ground of family responsibilities
- Victimisation.

Student selection

Contour is committed to student selection through an open, fair and transparent process, with a comprehensive appeal process in place (see *Grievance and Appeals Procedure* on our website at www.contourcollege.com.au).

Student selection is based on various principles depending on the nature of the program of study and the funding obligations. These principles may include selection based on:

- Merit
- Specific eligibility criteria based on funding requirements and legislation
- Standard eligibility criteria as set by Contour.

In all cases, the selection criteria (merit-based, specific or standard eligibility) will be made available to all prospective students to give reasonable, equal and fair opportunity to meet the set criteria. Students will be provided with the appropriate form and information depending on the nature of the course and the nature of any requirements from Government departments.

Standard conditions of enrolment

Unless specific eligibility criteria apply that may vary or add to the standard conditions of enrolment (such as Government-subsidised training eligibility criteria) the following standard conditions of enrolment apply:

- Classes are open to all persons 15 years and over, and those engaged in a funded course, are Australian Citizens or Permanent Residents.
- Enrolments are not active until any appropriate fees have been paid or alternative arrangements made as appropriate.
- Concessions and all special offers can only be given at the time of enrolment.
- Courses that do not meet the required minimum enrolment numbers may be cancelled and candidates will be contacted as soon as possible prior to course commencement.
- Enrolment is accepted upon receipt of the enrolment form and other associated documentation as required in specific eligibility criteria for a course.
- Where reasonable and evidenced cause exists, and where a student's participation in the course would unreasonably impact the organisation, its staff or its students, Contour reserves the right to decline admission to a course or to terminate a student's enrolment in a class.
- Upon acceptance of the enrolment, students will be provided with enrolment confirmation.

- Prospective students are given every opportunity at enrolment to declare any medical condition or disability that may require assistance in attending a class. Student notification allows suitable arrangements to be made. Disclosure is optional however Contour cannot accept responsibility for providing reasonable adjustment and support where it has not been made aware of any challenges prospective students may be facing.
- Ongoing eligibility for enrolment is dependent on the completion of required paperwork from time to time. Students will be advised if a form or document is a requirement for their ongoing participation and enrolment, and are given opportunity to seek clarification as to its necessity.

Enrolling underage students into certain courses

Contour may allow a person to enrol in a course, which is typically for adults, who is below the age specified in the standard or specific conditions of enrolment, unless bound by funding agreements or legislation to refuse enrolment. Each case is assessed upon its merits and the following factors will be considered in the decision-making process:

- 1) The reason for requesting the enrolment.
- 2) The course for which the request has been received.
- 3) The tutor for the class will be consulted on their level of comfort of having a minor in the class.

Disability service standards for education

Statewide Business training:

- Reflects positive attitudes and is inclusive of people with a disability.
- Strives to develop positive, informed and non-discriminatory attitudes to the needs of students with a disability amongst staff and students.
- Makes reasonable adjustment in its workplace, training venue, service delivery, operations and resources in order to cater for individuals with a disability.
- Ensures that individuals with a disability are consulted on all matters that affect them in relation to their disability.
- Respects individuals' rights to privacy.
- Works co-operatively with external agencies to achieve optimal outcome for individuals with disabilities.
- Encourages students with a disability to discuss their needs upon enrolment.
- Allows carers or interpreters to accompany students with a disability free of charge.

The Disability Service Standards for Education clause reflects the following Commonwealth and State legislation and/or initiatives:

- *Disability Discrimination Act 1992*
- *Human Rights and Equal Opportunity Commission Act 1986*
- *NSW Anti-Discrimination Act 1977*
- Disability Standards for Education 2005
- NSW Disability Service Standards