

Fair Treatment and Equal Benefits and Opportunity Policy & Procedure



RTO 22360 CRICOS 03612C

Purpose

This policy is developed to ensure equal benefits and opportunity requirements will be provided for VFA Learning's current and prospective staff and students and will be published on VFA Learning's website.

VFA Learning ensures through this policy and procedure that it complies with the relevant requirements of the VET Student Loans Act 2016 and VET Student Loans Rules 2016.

Policy

VFA Learning will treat fairly:

- all persons/applicants seeking to enrol with VFA Learning in a VET unit of study that meets the course requirements who are, or would be, fee for service, eligible for Victorian State Government funding or VET Student Loan assistance;
- all students seeking a review or reconsideration of a RTO decision; as well as
- any person/student or stakeholder who uses VFA Learning's grievances and complaints as well as assessment outcome appeals process.

1. Selection of Students

1.1 VFA Learning has open, fair and transparent procedures that it reasonably believes are based on merit for making decisions about:

- the selection of students seeking to enrol in approved courses, regardless of whether the student may be enrolled in an approved course in accordance with an arrangement between the provider and an employer or industry body; and
- the treatment of such students.

1.2 Throughout the process of selection and admission, VFA Learning will ensure all prospective students and their parents/guardians, where relevant, are treated courteously, fairly and efficiently.

1.3 Business Development staff conduct an interview for all prospective students in order to:

- ascertain the suitability to undertake the course;
- assess the English proficiency;
- check that the prospective student will have necessary support in their studies including computer literacy and ability to access internet facilities;
- clarify and sight originals and retain certified copies of previously held qualifications.

Fair Treatment and Equal Benefits and Opportunity Policy & Procedure



RTO 22360 CRICOS 03612C

2. Fair Treatment

2.1 VFA Learning will treat fairly all of its students (who are or would be entitled to Skills First or VET Student Loan assistance) and all of the persons seeking to enrol who are or would be, entitled to the Program assistance.

2.2 Fairness is considered in the context of the relevant circumstances and may be situations in which the fair treatment of students may result in students in different circumstances being treated differently.

2.3 Hence VFA Learning will ensure to take into account:

- education disadvantages that a particular person has experienced;
- the fact that the VET student may be enrolled in a VET restricted access arrangement;
- that the student has been enrolled in an approved course in accordance with an arrangement that was entered into between the provider and an employer or industry body; or
- that the student has been enrolled in an approved course in accordance with an arrangement that limits or restricts enrolments in some or all of the places in the course.

3. Equity

3.1 VFA Learning will ensure that, in its own reasonable view, selection procedures are fair and transparent and are based on merit. The admission criteria provide for the exercise of discretion if VFA Learning is satisfied that the applicant would have a reasonable prospect of successfully completing the course, notwithstanding that one or more of the standard selection criteria have not been satisfied. Therefore, while being guided by standard selection criteria, each application will be assessed on a case by case basis. The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.

4. Publication

4.1 This *Fair Treatment and Equal Opportunity Policy and Procedure* will be made published to students and persons seeking to enrol with VFA Learning through publication on the website and reference within the Student Handbook.

Related Documents

POLICY & PROCEDURE Access and Equity

POLICY & PROCEDURE Application & Student Enrolment

SUPPORTING DOCUMENT Student Handbook

Responsible Officer

The responsible officer for the implementation and training for this Policy and Procedure is the Manager, Contract and Compliance.

Fair Treatment and Equal Benefits and Opportunity Policy & Procedure



RTO 22360 CRICOS 03612C

Publishing details

| | |
|---|--|
| Document Name | Fair Treatment & Equal Benefits and Opportunity Policy & Procedure |
| Approved by | Managing Director |
| Date of Approval | 11 April 2018 |
| Student Experience Framework Stage | Sowing the Seed |
| Student Experience Framework Step | Establish Eligibility and Suitability |
| Version | 3 |
| Summary of content (new) or amendments (revised) | As per continuous improvement register |
| Next Review Date | 11 April 2019 |