

1. Purpose

To ensure students have the opportunity to gain skills, knowledge and experience through education and training specific to their needs.

Mentor Human Resources Pty Ltd (Mentor) has established processes to ensure that training and assessment is responsive to the individual needs of students 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 training outcomes.

Mentor will make every effort to accommodate the special needs of individuals. As a matter of ethical conduct, it will not enroll a participant if it is clear or becomes evident that it would be impossible for the participant to complete the course after an assessment of language, literacy and numeracy (LLN) skills. In those circumstances, Mentor will assist the participant in choosing a suitable alternative to ensure that the training needs of the participant.

In particular, Mentor aims to:

- Provide equitable access for all current and potential students and clients to vocational education and training services.
- Increase the participation of people who are under-presented in education and training.
- Deliver services to meet student needs.
- Inform students at enrolment of their rights and obligations, and about the training, assessment and support services provided by Mentor.
- Ensure training delivery and assessment is individualised to the student and their needs.
- Mentor strives to improve training services through continuous improvement.

2. Compliance Referencing

Standards for RTOs 2015; Standard 1, 2, 3, 4, 5 and 6.

3. Process

How we ensure access and equity for all students:

- Non-discriminatory client and staff selection procedures that encourage fair access for members of under-represented groups are established and implemented.
- Publishing ethical and non-discriminatory advertising and marketing material.
- Identifying and incorporating access and equity issues in training and course development, training delivery and assessment, industry consultation, student feedback and development of a course Training and Assessment Strategy.
- Publishing of this policy, course descriptions and pre-requisite criteria on the Mentor website for each course.
- Explanation of course entry requirement to the individual upon enquiry.
- Students must meet course pre-requisites outlined in the course Training and Assessment Strategy and in course descriptions on the Mentor website.

- Student acceptance for entry into a course is based on the successful completion of an enrolment form, and any additional forms required for their course application.
- Assistance is available to help the individual achieve prerequisites to ensure fair and equal access to their chosen course.
- Trainers undergo professional development training for delivery of training to under-represented groups.
- Consulting with employers about their organisational training needs and training outcomes.
- Prospective students are required to undertake a Pre-Training Review including an LLN Assessment prior to commencement of selected course.
 - The trainer will assess the individual's needs and ability to complete the course.
 - If required Mentor have a responsibility to consult and make reasonable adjustments to processes, environment and practices. However, the fundamental parts of the course must be met by all students in order for them to be deemed competent.
- Students have access to their records of participation and progress including results, feedback and submitted assessments as per the Student Records Policy. Students can request access by completing the Request for VET Information Form and are informed of this in the Pre-Enrolment Information.
- Students have the right to submit a complaint or appeal a decision as per the Complaints and Appeals Procedure. Students are informed on the mechanism to do so in the Pre-enrolment Information.
- The Manager or nominated trainer is directly responsible for assessing/addressing any potential special needs prior to the commencement of the course. The Manager or nominated trainer is then responsible for liaising with the trainer or LLN specialist to ensure the course is suitable for the participant. The trainer is responsible for monitoring progress throughout the course.
- Publishing policies and procedures relevant to students on the Mentor website.

4. Related Documents

Pre-enrolment Information

RTO Enrolment Procedure

LLN Pre-Enrolment Assessment

Pre-Training Review

Continuous Improvement Procedure

Complaints and Appeals Process

Request for Copy of VET Information

Feedback, Complaints and Appeals Form