Access, Equity & Client Services Policy

This policy / procedure has been approved for release by the CEO July 2025.

Introduction

Fit Education ensures that it meets the needs of individuals in all areas of the client's engagement with Fit Education without discrimination.

Purpose

Fit Education ensures that the principles of access and equity in the provision of timely and appropriate information, advice and support services to assist clients to identify and achieve their desired outcomes is provided at all times. Fit Education ensures that it meets the needs of individuals without discrimination.

Scope

All operational areas of the Registered Training Organisation (RTO).

Responsibilities

All employees.

Definitions

- Access and Equity Fit Education policies and approaches are aimed at ensuring its operations are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, dis/ability, sexuality, language, literacy and/or numeracy skills, un/employment, imprisonment or geographic location (amongst others) may present a barrier to access, participation and the achievement of suitable outcomes.
- Client means the person who uses/purchases the services of Fit Education
- RTO Operations means all of the operations of Fit Education including (but not limited to) training, assessment, administration, student support services, partner providers (including those offshore).
- Learner means the person being trained and/or assessed by Fit Education for the purpose of issuing a qualification from the Australian Qualifications Framework (AQF).
- USI Unique Student Identifier (as per the meaning given to it by the Student Identifier's Act 2014 an identifier assigned to an individual by the Registrar under section 10 or 12).

Policy Statement

Access, Equity and Client Service

Fit Education applies access and equity principles and provides timely and appropriate information, advice and support services and assisting clients to identify and achieve their desired outcomes. Fit Education meets the needs of individuals through the fair allocation of resources and the right to equality of opportunity without discrimination.

For example:

- Where provision of a course is not financially viable for Fit Education to provide for a client with a disability (such as installing an elevator in a building to allow a client to attend the course, purchasing resources specifically in braille for a single student), Fit Education will refer the client to a more suitable provider.
- Where, the client has applied for a course that is detrimental to their or the public's safety due to their disability (a client who applies for a nursing qualification who is legally blind for example), Fit Education will not accept their enrolment and outline in writing the reasons why. If it is appropriate, Fit Education may refer the client to another provider.
- Where the client has applied for enrolment but would not be able to meet the licensing or registration requirements of an external licensing or registration body, Fit Education may, at its sole discretion, accept the enrolment, however, it will always ensure that these requirements have been made explicitly clear in all pre-enrolment materials and the client's course agreement.
- Fit Education firmly believes that this approach to access and equity is not prohibitive or discriminatory but rather gives every client every opportunity to achieve success in their learning program and graduate outcomes.

Fit Education prohibits discrimination (direct or indirect) towards any group or individuals in any form, inclusive of, but not limited to:

- Gender
- Pregnancy
- Race
- Colour
- Nationality
- Ethnic or ethno-religious background
- Marital status
- Sexual preference and
- Age.

Continuous Improvement of Client Services

Fit Education monitors client needs for support services. Fit Education collects and analyses sufficient relevant information to evaluate the need for and delivery of client services. This information is used for the continuous improvement of client services.

Information Prior to Enrolment

The organisation disseminates clear information to each client, prior to enrolment, which includes the following:

- Client selection, enrolment and induction/orientation procedures.
- Course information, including content, learning & vocational outcomes, training product code and title, modes of delivery, delivery locations, duration, scheduling and commencement dates & licensing requirements (where relevant).
- Fees and charges, including the refund policy and exemptions (where applicable).
- Provision for language, literacy, numeracy, and digital assistance.
- Client support, including any external support the organisation has arranged for clients.
- Flexible training and assessment procedures.

- Any work placement requirements.
- Welfare and guidance services.
- Appeals and complaints procedures.
- Disciplinary procedures.
- Staff responsibilities for access and equity.
- Recognition of Prior Learning (RPL) and mutual recognition arrangements.
- Advising clients during pre-enrolment that their achievements will appear on their authenticated VET transcript and be available to them via the USI scheme.
- Information about third parties involved.
- Student rights and responsibilities.

Fit Education ensures that it maximises the collection of sufficient data pre-enrolment to ensure that it can make informed decisions about offering training products to clients considering the individual's existing skills and competencies. Any advice or offer made by Fit Education will be consistent with the learner's needs and these needs will be documented in the client/learner's file.

Pre-Enrolment: VET Student Loan (VSL) Approved Courses

Students seeking application for a VSL should read and understand the information provided in the VET Student Guide and on Fit Education's website.

Workplace Training and/or Assessment

Where training and/or assessment is conducted in the workplace, Fit Education negotiates the training and assessment strategy with the employer and learners. Fit Education works with the employer to integrate any on-the-job training and assessment and schedules workplace visits to monitor/review the training and assessment.

Where an apprenticeship/traineeship training contract is in place or being negotiated, individual training plans are developed, documented, implemented and monitored for each apprentice or trainee, encompassing all relevant off-the-job and structured workplace training and assessment at appropriate times and in accordance with legislative and contractual requirements.

Support Services

The organisation provides support services depending on the needs of its clients and capacity to provide these services. Information is provided to learners about available support services and any external support arrangements.

Fit Education liaises with students, trainers and assessors, and stakeholders to ensure that the type of intervention selected is appropriate for the student and achieves the outcomes of the training and assessment program. Fit Education monitors the delivery of support services and identifies changes for continuous improvement.

Learner Records

Fit Education maintains current and accurate learner records. Learners are informed about how to access their records, including progress records, and how to obtain replacement certification if necessary. Staff are informed of record collection, recording and storage responsibilities. Trainers and assessors must keep accurate and current records of assessment results that lead to a

judgement of competence. Staff record keeping is monitored to ensure effectiveness, and changes incorporated into continuous improvement processes.

Learner privacy is maintained at all times. Only authorised staff have access to confidential information. Authorised staff must enter any confidential information accurately and ensure it is secure from unauthorised access. Requests for access to confidential records must be approved by the Chief Executive Officer and be made in writing by the student.

Information collected from and about learners must meet registering body and licensing authority requirements, where relevant.

Complaints and Appeals

Fit Education documents and implements procedures for dealing with customer complaints and appeals in a constructive and timely manner.

Procedures are in place to ensure that:

- Each complaint, appeal and its outcome is recorded in writing
- Each complaint, appeal and its outcome are recorded in the complaints & appeals register
- Each appeal is heard by an independent person or panel

Each appellant:

- Has an opportunity to formally present their case at no cost and
- Is given a written statement of the appeal outcomes, including reasons for the decision.

Fit Education follows up any complaint that is substantiated to ensure that the cause of the complaint is resolved such that the problem will not reoccur.

All records of any complaint and/or appeal are kept on file.

Complaints and Appeals: VET Student Loan (VSL) Approved Courses

Students seeking application for a VSL should read and understand the information provided in the VET Student Guide and on Fit Education's website.

Related Documents

None

Related Procedure

- Continuous Improvement of Client Services Procedure
- Work Based Training and Assessment Procedure
- Client Information Procedure
- Support Services Procedure and
- Complaints and Appeals Procedure.