



0.25 Fair Treatment and Equal Opportunity Policy – Purpose

The purpose of this policy is to outline TVSA Pilot Training's commitment to access, equity and anti-discrimination principles and fair treatment of all of its students and persons seeking to enrol.

0.27.4 Overview

TVSA Pilot Training is committed to ensuring that:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other clients.
- No person is discriminated against, harassed or treated unfairly in their dealings with TVSA Pilot Training and that it creates and sustains an environment free from harassment and discrimination so that all members of the community are treated fairly at all times.
- Each student has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation.
- It complies with relevant Equal Opportunity legislation and Discrimination Acts.

0.27.5 Scope

This policy applies to the TVSA Pilot Training's liaison with all students, prospective students, company personnel and clients.

0.27.6 Policy

Diversity

- TVSA Pilot Training recognises and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences.
- TVSA Pilot Training recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:
 - Providing a welcoming and supportive training community
 - Providing adjustments to training and assessment activities within reason
 - Having transparent student and staff recruitment and selection procedures
 - Determining the needs of all individuals upon engagement with the organisation
 - Providing students, staff and clients access to a range of support services.

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Discrimination

- In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Harassment

- TVSA Pilot Training is committed to providing all people with an environment free from all forms of harassment. TVSA Pilot Training will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Fairness

- The principles and practices adopted by TVSA Pilot Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with TVSA Pilot Training.
- TVSA Pilot Training aims to provide open, fair, clear and transparent policies and procedures for use by staff and students.
- TVSA Pilot Training has fair and equitable processes for selecting students for enrolment into its courses. Decisions about student selection are based on clearly defined entry requirements. Students will be selected on merits, based on their suitability to the aviation industry and the course's publicized selection criteria. Entry requirements as well as application and enrolment procedures are published in TVSA Pilot Training's Handbook and on the Course Outline.
- All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.
- As a VET Provider of VET Student Loans TVSA Pilot Training will treat fairly:
 - All students who are, or would be, entitled to VET Student Loans assistance under clause 43 of Schedule 1A of the Higher Education Support Act 2003 ("the Act"); and
 - All persons seeking to enrol with the School in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET Student Loans assistance under clause 43 of Schedule 1A of the Act.

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Equal benefits and opportunities

- As a VET Provider of VET Student Loans TVSA Pilot Training will have open, fair and transparent procedures that are based on merit for making decisions about:
 - The selection, from among persons who are, or would be, entitled to VET Student Loans assistance under clause 43 of Schedule 1A of the Act and who seek to enrol with the School in a VET unit of study that meets the course requirements under subclause 45 (1) of Schedule 1A of the Act; and
 - The treatment of students who are, or would be, entitled to VET Student Loans assistance under clause 43 of Schedule 1A of the Act undertaking a VET course of study.
- The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.
- The above undertakings do not prevent TVSA Pilot Training taking into account, in making decisions about the selection and treatment of students, educational disadvantages that a particular student has

experienced or the fact that the student may be enrolled via a VET restricted access arrangement.

- TVSA Pilot Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.
- TVSA Pilot Training provides equitable access to training and assessment services by:
 - Offering culturally appropriate training and assessment resources that are relevant to student needs and circumstances
 - Referring students to support and counselling services where needed
 - Assisting students to arrange additional services if required such as interpreters or trained note takers
 - Providing courses that are self-paced and flexibly delivered
 - Encouraging students to be involved in their own feedback and decision making processes to ensure realistic training goals and progress.

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Pre-enrolment information and student selection

- TVSA Pilot Training will ensure that persons seeking to enrol receive adequate information regarding the course, training, assessment, services and Commonwealth assistance provided by TVSA Pilot Training to enable them to make an informed decision about the suitability of the course and the organisation for their individual needs. Information provided in pre-enrolment information is outlined in the Marketing and Advertising Policy.
- Students will be selected on merit based on the published criteria. TVSA Pilot Training will ensure that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously.
- Entry criteria and application procedures are published in TVSA Pilot Training's Course Outlines which are available on the organisation's website for the information of students and persons seeking to enrol with TVSA Pilot Training.

Support services

- Support services will be provided to students who require them within TVSA's capability. Refer to TVSA Pilot Training's Student Support Policy.

Publication

- This Fair Treatment and Equal Opportunity Policy will be made available to students and persons seeking to enrol with the School through publication in the Student Handbook which is also available on TVSA's website (www.tvsa.com.au).

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