

6. Access and equity and client service

Culinary Solutions Australia Pty Ltd applies access and equity principles and provides timely and appropriate information, advice and support services, which assist clients to identify and achieve their desired outcomes.

6.1 Culinary Solutions Australia Pty Ltd's policies and procedures incorporate access and equity principles.

6.2 a Culinary Solutions Australia Pty Ltd sets out its access and equity policies in its documents.

b Culinary Solutions Australia Pty Ltd ensures that copies of any instruments developed under Standard 6.1 are provided and adhered to by staff.

6.3 Culinary Solutions Australia Pty Ltd disseminates clear information to each client, prior to enrolment, about each of the following:

i client selection, enrolment and induction/orientation procedures;

ii course information, including content and vocational outcomes;

iii fees and charges, including refund policy and exemptions (where applicable);

iv provision for language, literacy and numeracy assistance;

v client support, including any external support Culinary Solutions Australia Pty Ltd has arranged for clients;

vi flexible learning and assessment procedures;

vii welfare and guidance services;

viii appeals, complaints and complaints and appeals procedures;

ix disciplinary procedures;

x staff responsibilities for access and equity as provided for in the RTO's code of practice or similar document; and

xi Recognition of Prior Learning (RPL) arrangements and credit transfer.

Purpose:

Culinary Solutions Australia Pty Ltd is committed to providing all candidates with equal opportunity to pursue their training and development. This policy and procedure is to be used by Culinary Solutions Australia Pty Ltd to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Scope:

This policy covers all Culinary Solutions Australia Pty Ltd policies and procedures and all training function activities.

Definitions:

Access and Equity principles include:

- - Equity for all people through the fair and appropriate allocation of resources
- - Equality of opportunity for all people without discrimination
- - Access for all people to appropriate quality assessment services
- - Increased opportunity for people to participate in assessment
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Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- - People with a disability
- - Aboriginals and Torres Strait Islanders
- - Women
- - People from non-English speaking backgrounds
- - People in rural and remote areas
- - Long term unemployed
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Discrimination can be direct, indirect or systemic.

Direct discrimination

Direct discrimination is any action, which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g. sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.

Indirect discrimination

Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are

applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination

A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Equity focuses on outcomes. Equity is not concerned with treating people in the same way, it is concerned with ensuring that all groups of people participate and benefit to the same level.

Legislation includes

Commonwealth Racial Discrimination Act 1975
Commonwealth Sex Discrimination Act 1984
Commonwealth Disability Discrimination Act 1992
Commonwealth Racial Hatred Act 1995
Victorian Equal Opportunity Act 1995

Sexual harassment is defined by the Victorian Equal Opportunity Act 1995 and the Commonwealth Sexual Discrimination Act 1984 as when a person:

- - makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- - engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

Policy:

1. The aim of the policy is to remove barriers and to open developmental opportunities for all candidates by creating a workplace and training environment that are free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

2. All candidates will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.

3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other candidates.

4. All trainers/assessors are responsible to observe and be advocates for the policy.

5. This policy will be widely disseminated in the Hospitality Industry.

6. Culinary Solutions Australia Pty Ltd's policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.

Procedure:

1. The policy will be included in information provided to employers, trainers/assessors and candidates.

2. Culinary Solutions Australia Pty Ltd's procedures relating to training and assessment activities will focus on objective criteria based on merit.

3. Any person with a complaint will be directed to use Culinary Solutions Australia Pty Ltd's Complaints and appeals Policy and Procedures.

4. Culinary Solutions Australia Pty Ltd's Training Manager will be person responsible for the implementation and maintenance of the policy.

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