PURPOSE
To ensure that student application and selection processes at TAFE Queensland North (TQN) are fair, equitable and transparent and that all students and persons seeking to enrol at TQN can be advised and treated in a fair and equitable manner.

BACKGROUND
TQN supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is fair, safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

SCOPE
This policy applies to both students and persons seeking to enrol at TQN that are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

DEFINITIONS

<table>
<thead>
<tr>
<th>Persons/Potential Students</th>
<th>Refers to all customers of TQN seeking to enrol in or enquiring about a VET unit of study that meets the course requirements under the Act who are, or might be, entitled to VET FEE-HELP assistance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student/s</td>
<td>Refers to all persons enrolled in a unit of study who are, or might be entitled to VET FEE-HELP assistance under Clause 43 of Schedule 1A of the Act</td>
</tr>
<tr>
<td>TQN</td>
<td>TAFE Queensland North</td>
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<tr>
<td>The Act</td>
<td>Refers to the Higher Education Support Act 2003</td>
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POLICY

Equity and Diversity Policy
This policy represents TQN’s commitment to ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through vocational education and training.

This policy has been developed to address the particular requirements of:

- potential students
- students currently enrolled at TQN
- TQN staff.

TQN is responsible for fulfilling its commitment to access and equity by ensuring continued participation of target groups in VET programs. These target groups include:

- women
- Aboriginal and Torres Strait Islander peoples
- people from culturally and linguistically diverse backgrounds
- people with a disability
- rural and regionally isolated communities
- people in transition and other special groups (i.e. people re-entering the workforce, sole parents, people with literacy issues, the long-term unemployed, and those who have been institutionalised).
Equity

Essentially, equity means fairness. At TQN it means that people are provided with an opportunity to access, participate in and successfully achieve outcomes. TQN also has an understanding that:

- it is common for people to identify with more than one equity group
- there are differences within and between equity groups
- each equity group does not experience the same type of disadvantage
- there remain many common barriers for equity groups.

Diversity

TQN recognises that there are many factors which influence the ability of people to access, participate in and succeed in a vocational education and training environment, including:

- prior educational experiences
- goals and expectations
- work and social experiences
- geographic location
- learning styles
- gender
- family
- language
- values and beliefs
- income
- cultural identity
- motivation
- religion
- age

This policy will be used to:

- inform staff, students and the wider community of TQN
- commitment to equity and diversity
- guide the development of TQN specific equity implementation plans and strategies
- facilitate the design of products and services that are attractive to clients.

Policy Statements

1. TQN aims to provide training programs and services that are accessible to all people.
2. The requirements of individual learners are accounted for in the strategic and operational planning processes of TQN.
3. Clients and staff are provided with opportunities to be involved in the planning and decision-making processes of TQN on matters that affect them.
4. TQN seeks to provide a broad, relevant and balanced range of high quality training programs and support services that account for the diversity of clients and the needs of people under-represented in vocational education and training.
5. Training and support service delivery of TQN strives to enable members of equity groups to successfully participate in vocational education and training.
6. TQN provides opportunities for all people to achieve outcomes that meet their personal goals.
7. TQN provides training and support services in an environment free from harassment.
Fair Treatment

TQN will treat fairly all Students and other persons seeking to access the services offered.

Student Selection

TQN has open, fair and transparent processes, based on merit for making decisions about:

a. the selection, from among potential students; and
b. the treatment of students.

Potential Students seeking to enrol in a VET unit of study with TQN, regardless of their background, circumstances or eligibility for funding will be assessed for entry to study through the same published entry requirements and through the same processes under subclause 45(1) of Schedule 1A of the Act.

The above paragraph does not prevent TQN from taking into account, in making decisions mentioned above, educational disadvantages that a particular student or potential student has experienced or the fact that the student or potential student may be enrolled via a VET restricted access arrangement after consultation with the TQN’s Student Counsellor.

TQN will ensure that prior to enrolment prospective students have access to information regarding the course, training, assessment, services and VET FEE-HELP provided by the TQN to enable them to make an informed decision about the suitability of the course and facilities to meet their individual needs.

TQN will provide accurate and timely information to each student, prior to enrolment in regards to:

- student selection, enrolment and orientation procedures;
- course information, including educational and vocational outcomes;
- fees and charges, including refund policy;
- provision for language, literacy and numeracy assistance;
- student support services;
- flexible learning and assessment procedures;
- appeals and complaints procedures;
- disciplinary procedures;
- recognition of prior learning (RPL), including credit transfer processes.

Selection Procedures:

As a rule TQN is able to accommodate enrolment for all eligible students. However, in instances where it is identified that there are limited places available for enrolment in a particular Program of study the TQN will undertake a merit based selection process. Applications will be sort from eligible students and the selection process will be based on one or a combination of (but not limited to) the following evaluation methods:-

- Portfolio
- Academic Record (including pre-requisite requirements)
- Interview
- Skills Testing

All students must be a minimum of 15 years of age upon commencement of the program to be eligible to be considered for entry into VET Programs. The selection process will be conducted by the relevant Faculty team members. TQN will ensure that throughout the process of selection and enrolments, applicants are treated fairly, courteously and expeditiously. Selection criteria and principles to be utilised, when applicable, will be published at time of advertising. These requirements will be communicated at time of enquiry or Program advertising.
Publication

This Equity and Fair Treatment Policy and associated procedures will be made available to students and potential students through publication on the website http://tafenorth.edu.au/.

1. ACCOUNTABILITIES

TAFE Queensland North Executive

The TQN executive team is responsible for

- approving the Fair Treatment Policy
- reviewing customer surveys to formulate plans to improve student satisfaction
- reviewing any systemic issues identified and recommending appropriate and timely action
- identifying and responding to improvement opportunities
- systematically reviewing the effectiveness of this process as per Quality Document Management Procedure PR08_04.

Education Leaders Group

Education Leaders Group are responsible for

- implementing open, fair and transparent procedures for making decisions about selection of students or other persons into VET units of study
- providing support to teaching teams to implement continuous improvement for the fair and equitable treatment of students and persons seeking to enrol through the application and selection process
- the process will be made available on TQN’s website
- identifying systemic and recurring issues within the teaching teams and liaise with the Portfolio Manager and/or Educational Quality and Systems Improvement team for organisational improvement.

Delivery Teams

Delivery teams are responsible for:

- ensuring they apply fair and equitable treatment of students and persons seeking to enrol in the application and selection process for their program of study
- implementing a selection process, if necessary, for high demand products.
2. DOCUMENTATION

PR08_06 Have Your Say Procedure
FM08_06a Have Your Say

3. REFERENCES

- Standards for NVR Registered Training Organisations 2011 - Part 3, SNR 16, view at www.comlaw.gov.au

DOCUMENTATION AUTHORISATION

THIS POLICY HAS BEEN APPROVED BY THE GENERAL MANAGER:

<table>
<thead>
<tr>
<th>Policy Owner(s):</th>
<th>Include titles of all owners:</th>
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<tbody>
<tr>
<td>Director Finance and Performance</td>
<td></td>
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