

ACCESS AND EQUITY POLICY

PURPOSE

Yorke Institute is committed to integrating access and equity principles and practices into all aspects of their service delivery so that all students have equal opportunity to access Yorke Institute' services and to receive ongoing quality services that meet their needs

Yorke Institute will ensure that full access to Yorke Institute's services is provided as well as ensuring that all people are treated fairly and impartially in all dealings with Yorke Institute

ACCESS AND EQUITY PRACTICES:

1. ACCESS

- Yorke Institute will ensure students:
 - Are able to locate Yorke Institute and have physical access
 - Have knowledge of and an understanding of Yorke Institute, how it operates etc
 - Will have direct lines of initial and ongoing contact established
 - Have access to:
 - Meetings
 - Courses

2. COMMUNICATION

- Students are informed of Yorke Institute's services through a variety of mediums:
 - Meetings
 - Documents, publications signage and notice boards
 - Yorke Institute website
- Additional support services are provided to those students who have barriers in communication

3. ASSESSMENT

- Service options are appropriate to meet individual needs
- Listening to the specific needs of people and discuss possible service options
- Staff have an awareness and understanding of cultural background issues

4 Yorke Institute's courses

All students have access to and equitable participation in Yorke Institute's courses. This applies to both employees of Yorke Institute and students at Yorke Institute

- Courses are designed to be flexible and to cater to cultural diversity and ranges of disability

5 SERVICE PROVIDERS SKILLS

- Services are provided by staff who have skills and training and an understanding of working practices and processes
- Services are provided by staff who have an understanding of disabilities

6 CONTINUITY OF CARE

- Yorke Institute will ensure the continuity of care through building a relationship of trust between Yorke Institute and the student so as to build student confidence in Yorke Institute.

7 RESPECT, DIGNITY

- Yorke Institute will respect cultural differences. These will be reflected by work practices. Yorke Institute' service will be flexible to cater for specific cultural practices and sensitivities. Gender specific needs will be met

8 EQUAL OPPORTUNITY AND ANTI DISCRIMINATION

- Yorke Institute embraces and practices equal opportunity and anti-discrimination principles.
 - The practice of equal opportunity ensures all decisions in relation to training are based on merit
 - The practice of anti- discrimination ensures that no-one is treated unfavorably because of one of their personal characteristics

9 CONSULTATION

- Student feedback has been incorporated into training program planning and practice
- Ethnic communities/disability consumers have been consulted over needs
- Complaints policies and procedures are made available and accessible to all students

PROCEDURE FOR IMPLEMENTING ACCESS AND EQUITY POLICY AND PRACTICES INTO YORKE INSTITUTE'S SERVICES

- Staff and students are provided with a copy of Yorke Institute's Access and Equity Policy. For students enrolled at Yorke Institute, this is included in their student handbook provided at their orientation prior to commencement of their course.
- Trainers receive the policy in their Staff Handbook.
- When promoting and marketing services, Yorke Institute's RTO Manager ensures that the principles of access and equity are incorporated into the marketing material and in any negotiations and discussions that may occur when promoting course to potential students and students
- Yorke Institute's RTO Manager ensures that the principles of access and equity are practiced when course delivery occurs
- When recruiting students, Yorke Institute's RTO Manager adheres to the principles of access and equity
- When recruiting for staff, Yorke Institute's RTO Manager adheres to and practices the principles of access and equity
- Lines of communication are explained and established between RTO Manager and staff and students
- Yorke Institute's RTO Manager ensures that the courses delivered, reflect and meets the needs of the students. This is established through consultation with relevant parties
- Yorke Institute's RTO Manager ensures that the consultation process of providing feedback is incorporated into the delivery of the courses. This is through verbal discussion, meetings, evaluation documentation conducted over the duration of the course
- Yorke Institute's RTO Manager will ensure that students enrolled have access to policies