

**ACCESS & EQUITY OF OPPORTUNITY IN EDUCATION, TRAINING AND EMPLOYMENT POLICY**

SMIT is an equal opportunity organisation. Subject to particular staff competencies and course pre-requisites, SMIT will not limit access to employment opportunities, in the case of staff, or training, education participation, in the case of students, based on sex, race, disability or religious beliefs.

Each individual staff member has equal responsibility in the area of equality of access for all stakeholders and students.

Should any member of staff or student believe that they are being discriminated against on any of these grounds, they are encouraged to bring the grievance, in accordance with SMIT's grievance procedure to attention as follows:-

- Staff members to their immediate superior
- Students to the immediate attention of the trainer – instructor.

The General Manager shall have the ultimate responsibility to alleviate all grievances.

AQTF Standard 1.5 – Client Complaints and Appeals Procedure:

The RTO must document and implement policies and procedures for dealing in a constructive and timely manner with client complaints and appeals against decisions made by the RTO. The policies and procedures must ensure that:

- i. each complaint and appeal and its outcome is recorded in writing;
- ii. each appeal is heard by an independent person or panel; and
- iii. each appellant:
  - a. has an opportunity to formally present his or her case; and
  - b. is given a written statement of appeal outcomes, including reasons for the decision
- iv. the RTO should act upon the subject of any complaint found to be substantiated.

AQTF Standard 4.1.6 - Confidentiality

- ensuring that, except as required under the Standards for Registered Training Organisations or by law, information about a client, or staff is not disclosed to a third party without the written consent of the client or staff member; and
- access by clients to their personal records.