ACCESS, EQUITY, WELFARE, WELLBEING AND STUDENT SUPPORT

Purpose

This policy ensures that Proactive Training (RTO ID 22295) provides an inclusive, fair, and supportive learning environment that promotes student success and wellbeing.

It outlines the organisation's commitment to removing barriers, offering appropriate support, and fostering a respectful and inclusive culture for all students.

Scope

This policy applies to:

- All students enrolled at Proactive Training
- All services, including training, assessment, support services, and welfare
- All personnel, contractors, and third-party providers involved in delivery

Policy Statement

Proactive Training is committed to ensuring all students have fair access to education and the support needed to achieve their goals.

The organisation promotes inclusion by recognising and responding to diverse student needs, including cultural, linguistic, disability, gender, and socio-economic differences. All students should feel safe, respected, and supported.

Students will have access to:

- Trainers, assessors, and support staff
- Appropriate training and support services
- Clear information about how and when to access help

The organisation will:

- Provide a safe and inclusive learning environment
- Promote cultural safety, including for First Nations students
- Identify and respond to student wellbeing needs
- Inform students about available support services and who to contact

Rationale

Proactive Training's approach ensures all students can access and participate in training, regardless of background or circumstances.

By identifying and reducing barriers, the organisation supports students who may face challenges, including those with disabilities, from diverse backgrounds, or experiencing disadvantage.

Support systems such as study assistance, counselling, and technology support help students stay engaged and succeed. This improves retention, progression, and completion outcomes.

The organisation also implements:

- A Mental Health Action Plan to support psychological safety

- A Disability Access & Inclusion Plan to ensure equitable participation

- A Student Wellbeing Strategy to coordinate support across the student journey

Regular monitoring and feedback are used to improve support services and ensure they remain effective and relevant.

Access and Equity (Key Concepts)

Access and equity
Ensuring all students can participate in training and achieve outcomes, regardless of personal circumstances.

Ableism
Discrimination against people with disability based on the belief that non-disabled people are superior.

Accessibility
Ensuring equal access to facilities, services, information, and learning environments.

Access Plans
Individual plans outlining support and adjustments for students with disability or health conditions.

Assistive technology
Tools or equipment that support people with disability (e.g. screen readers, specialised software, mobility aids).

Disability
Includes physical, intellectual, sensory, neurological, psychiatric, and learning conditions.

Inclusive education
An approach that adapts teaching and environments to meet diverse learner needs and remove barriers.

Reasonable adjustment
Changes made to support participation, unless this would cause unjustifiable hardship.

Participation
Ensuring all students can engage equally in learning activities and services.

Universal Design for Learning (UDL)
A flexible teaching approach that supports access for all learners.

Diversity and Variability

Understanding student diversity is essential for effective training delivery.

This may include differences in:

- Culture
- Age
- Gender or sexual orientation
- Religion or beliefs
- Disability
- Socio-economic background
- Race or ethnicity