

LEARNER SUPPORT AND ACCESS & EQUITY POLICY

March 2026

PURPOSE

MiTraining is committed to providing training and assessment services that are inclusive, fair and accessible.

This policy outlines MiTraining's commitment to ensuring that all learners are able to access, participate in and successfully complete training through equitable practices, appropriate learner support and reasonable adjustment where required.

MiTraining ensures that access and equity principles are integrated into its enrolment processes, training delivery, assessment practices and learner support services.

SCOPE

This policy applies to:

- prospective and enrolled learners
- trainers and assessors
- staff and contractors

POLICY PRINCIPLES

MiTraining is committed to providing training and assessment that:

- is free from discrimination, harassment, victimisation or bullying
- provides equal opportunity for learners to access and participate in training
- recognises and respects diversity and individual learner circumstances
- supports learners to achieve successful training outcomes
- complies with relevant legislation and regulatory requirements.

MiTraining ensures that learners are treated with fairness, dignity and respect at all stages of their engagement with the organisation, including:

- enquiry and information provision
- enrolment
- training and assessment delivery
- learner support
- complaints and appeals processes.

LEARNER ACCESS AND PARTICIPATION

MiTraining provides equitable access to training by:

- ensuring course information is clear, accurate and accessible
- applying fair and transparent enrolment processes

- identifying learner support needs during enrolment
- providing opportunities for learners to discuss any barriers that may affect their participation or success
- ensuring training and assessment services are delivered in a way that is inclusive and culturally respectful.

Learners are encouraged, but not required, to disclose any circumstances that may affect their ability to undertake training so that appropriate support strategies can be considered.

Learner Support Commitment

MiTraining will provide learners with the support necessary to enable them to successfully undertake and complete their training.

Learner support will be provided in a manner that:

- recognises individual learner needs and circumstances
- supports learners to participate fully in training and assessment
- maintains the integrity of the training product and assessment requirements.

MiTraining will ensure that prospective learners are informed about the support services available to them prior to enrolment.

IDENTIFICATION OF LEARNER SUPPORT NEEDS

MiTraining identifies potential learner support needs through:

- the enrolment process
- Language, Literacy and Numeracy (LLN) assessment where required
- discussions between learners and trainers or support staff.

Where a support need is identified, MiTraining will work with the learner to determine appropriate support strategies or reasonable adjustments.

Refer to the LLN procedure for more information.

REASONABLE ADJUSTMENT

MiTraining will implement reasonable adjustments where required to enable learners to participate in training and assessment on an equitable basis.

Reasonable adjustments may include modifications to:

- training delivery methods
- learning materials
- assessment conditions
- support services.

Adjustments will not be implemented where they would:

- compromise the requirements of the training package or accredited course
- reduce the integrity of assessment
- create unjustifiable hardship for the organisation.

All reasonable adjustments are documented and applied in a manner that maintains the validity and reliability of assessment.

Learner Support Strategies

Where a learner support need is identified, MiTraining may implement appropriate support strategies. These may include:

- additional trainer guidance
- referral to learning resources or support services
- assistance with learning technologies
- flexible training or assessment arrangements where appropriate
- referral to external services where specialised support is required.

Support strategies will be documented where appropriate to ensure that learners receive consistent assistance.

Limitations of Support

MiTraining will make reasonable efforts to support learners to participate in training and assessment.

Where a learner requires support beyond what MiTraining can reasonably provide, the organisation will:

- discuss alternative support options with the learner
- provide referrals to appropriate external services where possible
- consider whether the training product remains suitable for the learner.

Where the course is not appropriate, MiTraining may recommend an alternative training pathway.

FAIRNESS IN ASSESSMENT

MiTraining ensures that assessment practices are:

- fair
- flexible
- valid
- reliable
- and conducted in accordance with the Principles of Assessment and Rules of Evidence.

Where appropriate, reasonable adjustments to assessment conditions may be implemented to support learners while ensuring that the competency requirements of the unit of competency are maintained.

SAFE AND RESPECTFUL LEARNING ENVIRONMENT

MiTraining is committed to maintaining a learning environment that is:

- respectful
- inclusive
- free from discrimination, harassment or bullying.

MiTraining will **not tolerate** behaviour that intimidates, offends, humiliates or disadvantages others. MiTraining rejects all forms of racism, religious discrimination and cultural hatred, including antisemitism and Islamophobia.

All staff, learners and contractors are expected to behave in a manner that promotes a safe and respectful learning environment.

COMPLAINTS AND APPEALS

Learners who believe they have experienced discrimination, harassment or unfair treatment are encouraged to raise the matter through MiTraining's Complaints and Appeals process.

Complaints will be managed in a manner that is:

- fair
- transparent
- confidential
- timely.

Further information is available in the Complaints and Appeals Policy.

RESPONSIBILITIES

MiTraining Responsibilities

MiTraining will:

- maintain policies and procedures that support access and equity principles
- ensure that staff understand their responsibilities in supporting inclusive training practices
- identify and respond to learner support needs
- ensure that training and assessment services are fair and accessible
- provide mechanisms for complaints and appeals
- monitor and review practices to support continuous improvement.

Trainer and Staff Responsibilities

Trainers, assessors and staff are responsible for:

- promoting a respectful and inclusive learning environment
- identifying potential learner support needs
- implementing reasonable adjustments where required
- referring learners to appropriate support services
- complying with MiTraining policies and procedures.

Learner Responsibilities

Learners are expected to:

- treat others with respect and courtesy
- behave in a manner that does not interfere with the learning of others
- follow MiTraining policies and procedures
- communicate with MiTraining if they require support to participate in training.

DOCUMENTATION OF LEARNER SUPPORT

MiTraining maintains records relating to learner support, including:

- identification of support needs

- support strategies implemented
- reasonable adjustments applied where relevant.

These records are maintained in accordance with MiTraining’s Records Management Policy.

MONITORING AND CONTINUOUS IMPROVEMENT

MiTraining monitors the effectiveness of its access and equity practices through:

- learner feedback
- complaints and appeals outcomes
- trainer observations
- learner support data
- internal review processes.

Findings are used to inform continuous improvement of training and support services.

12. LEGISLATIVE AND REGULATORY FRAMEWORK

This policy supports compliance with:

- Standards for Registered Training Organisations 2025
- National Vocational Education and Training Regulator Act 2011
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- applicable State and Territory anti-discrimination legislation.

RELATED POLICIES AND PROCEDURES

- Language, Literacy and Numeracy Procedure
- Enrolment Policy
- Complaints and Appeals Policy

NOTES

<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Reviewed:</i>	<i>March 2026</i>