PURPOSE

TAFE Queensland Gold Coast promotes equity, opportunity and access to training and education to all applicants regardless of their background or previous life experience and/or education. Likewise, TAFE Queensland Gold Coast will make available equal benefits and opportunity for all eligible students or persons seeking to enrol who are, or would be, entitled to VET FEE-HELP assistance according to fair and transparent procedures that are based on merit.

SCOPE

All current students enrolled in a VET course of study and persons seeking to enrol in a VET course of study.

OBJECTIVES

<table>
<thead>
<tr>
<th>Customer Group</th>
<th>Objectives</th>
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</thead>
<tbody>
<tr>
<td>Students enrolled in a VET course of study and persons seeking to enrol in a</td>
<td>Policy created to meet fairness requirements of HESA</td>
</tr>
<tr>
<td>VET course of study with TAFE Queensland Gold Coast</td>
<td></td>
</tr>
</tbody>
</table>

DISTRIBUTION

- General Manager
- All Directors
- All educational staff dealing with students
- All non-educational staff dealing with students
- All potential and existing students (via TAFE Queensland Gold Coast website)

POLICY

1.0 Fair Treatment

As a VET Provider TAFE Queensland Gold Coast will treat fairly:

a) all students who are, or would be, entitled to VET FEE-HELP assistance; and
b) all persons seeking to enrol with TAFE Queensland Gold Coast in a VET unit of study that meets the course requirements and who are, or would be, entitled to VET FEE-HELP assistance.

2.0 Equal Benefits and Opportunities

As a VET Provider TAFE Queensland Gold Coast will have open, fair and transparent procedures that are based on merit for making decisions about:

a) the selection, from among persons who are, or would be, entitled to VET FEE-HELP assistance and who seek to enrol with the RTO in a VET unit of study that meets the course requirements; and
b) the treatment of students who are, or would be, entitled to VET FEE-HELP assistance undertaking a VET course of study.

3.0 Student Selection

Students will be selected on merit based on the published criteria. TAFE Queensland Gold Coast will ensure that throughout the process of selection and admission, applicants are treated fairly, courtesyly and
Entry criteria and application procedures are published in TAFE Queensland Gold Coast’s marketing material and on the TAFE Queensland Gold Coast’s website for the information of students and persons seeking to enrol with TAFE Queensland Gold Coast.

3.1 Selection and admissions process

TAFE Queensland Gold Coast has in place detailed Student Selection Procedures. Following are the steps in brief:

3.1.1. Applications for Admission

1. Applicants complete the Application for Admission TAFE form and forward to the Customer Service Unit (CSU).
2. CSU acknowledges receipt of the application form, checks for completeness and requests any additional information required from the applicant.

3.1.2 Selection of Students

1. CSU Officer assesses the application to ensure that the applicant meets the published entry requirements for the course.
2. CSU Officer offers a place to successful applicants and provides an Enrolment Form and information about enrolment date and orientation.
3. The CSU Officer advises unsuccessful applicants and, where appropriate, provides advice about alternative courses.

3.1.3 Enrolment of Students

1. Applicant completes and signs Enrolment Form and returns to CSU.
2. Student’s enrolment is formalised and entered in the Student Management System
3. The student is issued with a unique identification number and identification card.

4.0 Non-discriminatory Practices

TAFE Queensland Gold Coast is guided by the TAFE QLD Equity Policy 2007 – 2009.

“Current approaches to providing learners with accessible and effective training have moved away from responses based on a single defining characteristic such as, for example, ethnic background or disability. Diversity is present within and among groups. A body of research acknowledges that a number of factors contribute or combine to place individuals at greater risk of not achieving employment aspirations. These factors include:

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

All TAFE Queensland Gold Coast staff are trained in, and are aware of, State and Federal legislative requirements and abide by the Code of Conduct for the Department Education and Training. All staff have an obligation not to discriminate against individuals on the basis of sex, marital status, pregnancy, age, race, ethnicity, disability, sexuality or religion, and to maintain an environment free from harassment.
In actively employing a commitment to the principles of access and equity, TAFE Queensland Gold Coast will ensure:

- Non-discriminatory entry processes are employed that encourage access for all.
- When developing new products and associated entry requirements, consideration is given to fairness, access and equity.
- The provision of guidance regarding TAFE Queensland Gold Coast’s application process to any potential applicant through Student Services.

5.0 Commonwealth Assistance

The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.

DEFINITIONS

<table>
<thead>
<tr>
<th>Terms</th>
<th>Definitions</th>
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<tbody>
<tr>
<td>Access</td>
<td>The right to obtain or make use of services and products.</td>
</tr>
<tr>
<td>Discrimination</td>
<td>The treatment of a person unfairly compared to others based on the actual or presumed difference of physical or social characteristics.</td>
</tr>
<tr>
<td>Equity</td>
<td>The state, quality, or ideal of being just, impartial, and fair.</td>
</tr>
<tr>
<td>Fair treatment</td>
<td>Ensuring that all individuals are able to make choices and achieve their potential based on responsive and appropriate advice.</td>
</tr>
<tr>
<td>TAFE Queensland Gold Coast</td>
<td>TAFE Queensland Gold Coast</td>
</tr>
<tr>
<td>HESA</td>
<td>Higher Education Support Act 2003</td>
</tr>
<tr>
<td>Learner diversity</td>
<td>The provision of accessible and effective training to learners from a range of backgrounds and personal circumstances.</td>
</tr>
<tr>
<td>Merit</td>
<td>Demonstrated ability to meet the eligibility requirements.</td>
</tr>
<tr>
<td>VET course of study</td>
<td>A structured program of education consisting of one or more VET units of study leading to the award of VET Diploma, Advanced Diploma, Vocational Graduate Certificate or Vocational Graduate Diploma.</td>
</tr>
<tr>
<td>VET FEE-HELP</td>
<td>A Commonwealth Government loan scheme which assists eligible students to pay their tuition fees, and can cover all or part of the student’s tuition fees for VET units of study which form part of a VET course of study undertaken with a Registered Training Organisation that is approved as a VET Provider under the Higher Education Support Act 2003 (HESA).</td>
</tr>
</tbody>
</table>

DOCUMENTATION AND REFERENCES

- VET FEE-HELP Policy POL-043
- TAFE Queensland Gold Coast Privacy Procedure
- Privacy - Implementing Information Standard 42 (IS42) Students with Special Conditions WI-141
- Implementing Information Standard 42 (IS42) THIRD Party Requests for Information WI-035
- Student Authority to Release Information FM-040
COMPLIANCE REFERENCE

- TAFE Queensland Equity Policy 2007-2009
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992