



Discrimination and Harassment Policy

1.Purpose:

This policy affirms the RTO's commitment to providing a safe, respectful, and inclusive learning and working environment that is free from all forms of discrimination, harassment, and bullying.

The RTO is committed to ensuring that all students and staff are treated with respect, fairness, and dignity, regardless of their background, identity, or personal circumstances.

This policy outlines the RTO's expectations regarding appropriate conduct, and establishes procedures for reporting, managing, and preventing discrimination and harassment within the organisation.

This policy supports compliance with:

- Standards for RTOs 2025 – Outcome Standards 2.1, 2.4, and 2.5
- Relevant anti-discrimination and equal opportunity legislation

2.Scope:

This policy applies to:

- All VET students and staff of the RTO
- Third-party providers, contractors, education agents, and visitors interacting with the RTO
- All learning and working environments, including:
 - On-campus training locations
 - Online and remote learning environments
 - Workplace or work placement settings
 - Community-based learning environments

This policy applies to all interactions and activities associated with the RTO's training delivery, assessment, student support, and operational activities.

3.Definitions:

Term	Definition
Discrimination	Unfavourable or unequal treatment of an individual based on personal characteristics such as race, gender, disability, age, religion, sexual orientation, or cultural background, which is prohibited under relevant anti-discrimination legislation.
Harassment	Unwanted behaviour that is offensive, humiliating, intimidating, or threatening, and that creates an uncomfortable or hostile learning or working environment. This may include sexual harassment, bullying, and vilification.
Reasonable Adjustment	Modifications made to training delivery, learning resources, or assessment methods to enable students with disability to participate on an equal basis without compromising the integrity of the training product or competency requirements.
Cultural Safety	A learning environment that is spiritually, socially, emotionally, and physically safe, where individuals feel respected and able to express their cultural identity without fear of discrimination, particularly for First Nations peoples.

4. Legislative and Regulatory References:

This policy aligns with the following legislative and regulatory requirements:

- Standards for RTOs 2025 – Outcome Standards 2.1, 2.4, and 2.5
- Disability Discrimination Act 1992 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Equal Opportunity Act (relevant State or Territory legislation)
- National Vocational Education and Training Regulator Act 2011

5.Policy Statement:

The RTO maintains a zero-tolerance approach to discrimination, harassment, bullying, or victimisation in any form. The RTO is committed to fostering a safe, respectful, inclusive, and culturally supportive learning environment for all students and staff.

The RTO ensures that:

- All VET students are treated with dignity and respect, and feel safe and valued regardless of their background, disability, gender, cultural identity, religion, age, or beliefs.
- First Nations learners are supported through culturally respectful and inclusive training practices, ensuring their participation and success in training.
- All students are provided with equitable access to training, support services, and complaint resolution processes without fear of discrimination or disadvantage.
- Any reports of discrimination, harassment, or inappropriate behaviour are taken seriously and are addressed promptly, fairly, and confidentially.
- Students and staff who report concerns are protected from victimisation or retaliation.
- All staff and students are expected to uphold respectful behaviour and contribute to a positive learning environment.

Where incidents occur, the RTO will manage them through the Feedback, Complaint and Appeal Policy (PP16) and take appropriate action to ensure fair resolution and continuous improvement of organisational practices.

6. Procedure – Step-by-Step:

Step	Action	Responsible Person
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1	Promote the Discrimination and Harassment Policy through orientation sessions, the Student Handbook, and the RTO website.	Compliance Manager
2	Provide students with the opportunity to voluntarily disclose disability or support needs through the Enrolment Form.	Admin Officer
3	Discuss any identified support needs and inclusion commitments during the Pre-Training Review (PTR) process.	Trainer / Admin Officer
4	Ensure all staff complete induction training on inclusive practices, cultural safety, and anti-discrimination obligations.	Compliance Manager
5	Respond promptly to reports or observations of discriminatory, bullying, or harassing behaviour.	Trainer / Student Support Officer
6	Provide the student with access to the Discrimination and Harassment Policy and the Complaints Form.	Student Support Officer
7	If a formal complaint is lodged, manage the matter in accordance with PP16 – Feedback, Complaint and Appeal Policy.	Compliance Manager
8	Where required, implement reasonable adjustments or additional support for affected students (refer to PP14 – Disability Support and Adjustments Policy).	Compliance Manager
9	Where appropriate, refer students to external support services, including counselling or wellbeing services.	Student Support Officer
10	Record incidents, actions taken, and outcomes in the Feedback, Complaint and Appeal Register.	Compliance Manager
11	Review trends and outcomes annually as part of the Continuous Improvement (CI) cycle.	CEO / Compliance Manager

7. Related Documents:

The following documents support the implementation of this policy:

- PP16 – Feedback, Complaint and Appeal Policy
- PP14 – Disability Support and Adjustments Policy
- Student Handbook
- Code of Conduct – Students and Staff
- Cultural Safety Guidelines
- Continuous Improvement (CI) Register
- Feedback, Complaint and Appeal Register
- Complaints and Feedback Forms