Fair Treatment and Equal Benefits and Opportunity Policy

Overview

Shafston House College Ltd trading as Service Skills Academy and Mary McConnel School of Early Childhood supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

Definitions

For the purposes of this document the following applies:

The organisation refers to Shafston House College Limited (National RTO Provider Code: 32004), trading as Service Skills Academy and Mary McConnel School of Early Childhood.

VET Quality Framework refers to the standards, financial and administrative requirements applying to the delivery of vocational training by organisations registered by the national VET regulator.

Student/s refers to all persons enrolled in a VET course, unit of study or unit of competency with the organisation.

Potential Students refers to all persons seeking to enrol in a VET course, unit of study or unit of competency with the organisation.

1.0 FAIR TREATMENT

1.1 The organisation will treat fairly all Students and Potential Students in accordance with the Australian VET quality framework.

2.0 STUDENT SELECTION

2.1 The organisation has open, fair and transparent procedures, based on merit for making decisions about:

   a) The selection, from among Potential Students; and
   b) The treatment of Students.

2.2 Potential Students seeking to enrol in a VET course, unit of study or unit of competency with the organisation, regardless of their background, circumstances or eligibility for funding will be assessed for entry to study through the same published entry requirements and through the same process.

2.3 The above undertakings do not prevent the organisation taking into account, in making decisions about the selection and treatment of Students or Potential Students, educational disadvantages that a particular Student or Potential Student has experienced or the fact that the Student or Potential Student may be enrolled via a VET restricted access arrangement.
2.4 Entry Requirements

Entry Requirements for a VET course, unit of study or unit of competency with the organisation are shown in Appendix 1.

2.5 Application

Individuals who seek to enrol in a course with the organisation must complete and submit the Domestic Application Form which is available from the organisation or alternatively via the website. Applications may be submitted as indicated on the Application Form.

The application should include evidence that the applicant meets the published entry requirements for their chosen course.

2.6 Assessment against Published Entry Criteria

The Admissions Officer assesses the application against the published entry requirements. Where the application is not complete or if further information is required to make an assessment of whether the applicant has met the published entry requirements for their chosen course, the applicant will be contacted and given the opportunity to provide further information.

Applicants who do not meet the published entry requirements will be sent a letter clearly outlining the reasons why they have not been offered a place in the course. The letter will also advise the unsuccessful applicant about their right to appeal the decision and how to access the appeals process.

2.7 Confirmation of Enrolment

Applicants who meet the published entry requirements will be sent a Confirmation of Enrolment confirming their place in their chosen course. The applicant is sent an enrolment pack via email explaining all aspects of their course including start date, payment options and details of student orientation.

3.0 PUBLICATION

3.1 This Fair Treatment and Equal Benefits and Opportunity Policy will be made available to Students and Potential Students through publication on the organisations website.
# APPENDIX 1

## COURSE ENTRY REQUIREMENTS

<table>
<thead>
<tr>
<th>Qualification</th>
<th>BSB50215 Diploma of Business</th>
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<tbody>
<tr>
<td><strong>Entry Requirements</strong></td>
<td>There is no academic pre-requisite for this course however applicants accessing VET FEE-HELP must display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy. Applicants must be 16 years or over at commencement of their course. Access to the necessary study resources to undertake the course. <strong>Language, literacy and numeracy requirements</strong> All clients will have an LL&amp;N skills indicator (ACSF) conducted by the college or may provide proof of having successfully completed their Senior Secondary Certificate of Education. (Government Issued Certificate of Completion)</td>
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<thead>
<tr>
<th>Qualification</th>
<th>BSB50415 Advanced Diploma of Business Administration</th>
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<td><strong>Entry Requirements</strong></td>
<td>There is no academic pre-requisite for this course however applicants accessing VET FEE-HELP must display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy. Applicants must be 16 years or over at commencement of their course. Access to the necessary study resources to undertake the course. <strong>Language, literacy and numeracy requirements</strong> All clients will have an LL&amp;N skills indicator (ACSF) conducted by the college or may provide proof of having successfully completed their Senior Secondary Certificate of Education. (Government Issued Certificate of Completion)</td>
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<tr>
<th>Qualification</th>
<th>BSB50615 Diploma of Human Resources Management</th>
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<tr>
<td><strong>Entry Requirements</strong></td>
<td>There is no academic pre-requisite for this course however applicants accessing VET FEE-HELP must display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy. Applicants must be 16 years or over at commencement of their course. Access to the necessary study resources to undertake the course. <strong>Language, literacy and numeracy requirements</strong> All clients will have an LL&amp;N skills indicator (ACSF) conducted by the college or may provide proof of having successfully completed their Senior Secondary Certificate of Education. (Government Issued Certificate of Completion)</td>
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</table>
### Qualification: BSB51915 Diploma of Leadership and Management

#### Entry Requirements

There is no academic pre-requisite for this course however applicants accessing VET FEE-HELP must display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy.

Applicants must be 16 years or over at commencement of their course.

Access to the necessary study resources to undertake the course.

#### Language, literacy and numeracy requirements

All clients will have an LL&N skills indicator (ACSF) conducted by the college or may provide proof of having successfully completed their Senior Secondary Certificate of Education. (Government Issued Certificate of Completion)

### Qualification: SIT50313 Diploma of Hospitality (Management Stream)

#### Entry Requirements

There is no academic pre-requisite for this course however applicants accessing VET FEE-HELP must display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy.

Applicants must be 16 years or over at commencement of their course.

Access to the necessary study resources to undertake the course.

#### Language, literacy and numeracy requirements:

All clients will have an LL&N skills indicator (ACSF) conducted by the college or may provide proof of having successfully completed their Senior Secondary Certificate of Education. (Government Issued Certificate of Completion)

### Qualification: SIT50212 Diploma of Events

#### Entry Requirements

There is no academic pre-requisite for this course however applicants accessing VET FEE-HELP must display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy.

Applicants must be 16 years or over at commencement of their course.

Access to the necessary study resources to undertake the course.

#### Language, literacy and numeracy requirements

All clients will have an LL&N skills indicator (ACSF) conducted by the college or may provide proof of having successfully completed their Senior Secondary Certificate of Education. (Government Issued Certificate of Completion)
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<tr>
<th>Qualification</th>
<th>CHC50113 Diploma of Early Childhood Education and Care</th>
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<td><strong>Entry Requirements</strong></td>
<td>There is no academic pre-requisite for this course however applicants accessing VET FEE-HELP must display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy.</td>
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<td><strong>Language, literacy and numeracy requirements</strong></td>
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<tr>
<th>Qualification</th>
<th>SIT5012 Diploma of Travel and Tourism</th>
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<td><strong>Entry Requirements</strong></td>
<td>Entry to this qualification is open to individuals who are able to demonstrate tourism and travel industry knowledge, customer service and operational skills. The individual must have either:</td>
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<td>Pathway 1: Successful completion of a Certificate III or higher travel, tourism or events related qualification.</td>
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<td>Pathway 2: Have relevant tourism and travel industry employment experience. A job that has involved the application of skills related to the above mention Certificate III level courses would be a satisfactory indicator for entry.</td>
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<td></td>
<td>Pathway 3: Demonstrated knowledge and recognised prior learning in the travel and tourism industry without a formal qualification or employment. An entry interview will be conducted to determine student’s level of industry knowledge and interest for students with no formal qualifications or work experience.</td>
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<tr>
<td></td>
<td>Applicants accessing VET FEE-HELP must also display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy.</td>
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## Qualification

| BSB60207 Advanced Diploma of Business |

### Entry Requirements

There is no academic pre-requisite for this course however applicants accessing VET FEE-HELP must display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy.

Service Skills Academy’s recommended study pathway is successful completion of a Diploma qualification at Service Skills Academy or any other institution.

### Language, literacy and numeracy requirements

All clients will have an LL&N skills indicator (ACSF) conducted by the college or may provide proof of having successfully completed their Senior Secondary Certificate of Education. (Government Issued Certificate of Completion).

The required LL&N level for entry into this course is that of an AQF level 5 graduate. Characteristics of this level of client are the ability to apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters. They will have technical and theoretical knowledge and concepts, with depth in some areas within a field of work and learning related to the Marketing and Business fields.