

1. Purpose

Civil Contractors Federation South Australia (CCF SA) is committed to providing a fair, inclusive and supportive learning and working environments for all stakeholders. This policy establishes the organisation's commitment to access, equity, diversity, inclusion and wellbeing across all training and workplace activities.

The policy ensures that all students, employees and stakeholders are treated fairly and with respect, and that training services are delivered in a manner that promotes equal opportunity, diversity and the wellbeing of all participants.

1.1 Scope

This policy applies to all stakeholders of CCF SA including:

- students and prospective students
- employees and contractors
- trainers and assessors
- visitors and industry partners
- any person accessing services provided by CCF SA.

CCF SA (RTO 45621) operates under the following trading names:

- Civil Train South Australia
- Civil Train SA
- Civil Train Western Australia

2. Policy Statement

It is the policy of CCF SA to ensure an environment that is:

- safe and equitable through zero tolerance of any form of harassment, bullying, discrimination and/or racial vilification;
- a child safe environment;
- as a minimum, aligned with State and Federal legislation.

CCF SA's Access and Equity policy is based in the following principles:

- All stakeholders will be treated with respect in a workplace and learning environment free of harassment and intimidation;
- All personnel and student decisions will be fair, reasonable, non-discriminatory and based on merit;
- No individual or group will be treated less favourably than another;
- All communications and interactions will be free of bias, prejudice and discriminatory language
- All stakeholders including children (persons under 18 years of age) will be encouraged to participate in the development and improvement of services.

3. Zero Tolerance

CCF SA maintains a zero tolerance approach to harassment, discrimination, bullying, vilification and any behaviour that threatens the safety or wellbeing of others. This means the high potential for instant dismissal from employment or expulsion from study if allegations of misconduct in relation to this policy are proven to be true and the mediation process is unsuccessful.

Note: CCF SA will enforce zero tolerance in regards to complaints of a false, frivolous or malicious nature.

All stakeholders are strongly encouraged to discuss any issues and/or request further information regarding access and equity.

Zero tolerance behaviours include but are not limited to:

- bullying
- harassment
- sexual harassment
- discrimination
- abuse or intimidation
- victimisation
- abuse or exploitation of children.

CCF SA is committed to maintaining a child-safe environment for all minor students and will enact mandatory reporting obligations where required. Zero tolerance applies to any behaviours that breach the following standards:

Abuse of Children (Persons under 18 years of age)

CCF SA is committed to a safe environment for all of our minor students.

All employees, contractors, students and other stakeholders should note that children accessing CCF SA's services will be provided with greater supervision and support than adults.

Abuse of children incorporates physical or mental harm of any kind and neglect. It may include but not be limited

to:

- physical contact of any kind;
- sexual contact of any kind;
- verbal abuse;
- exploitation;
- intimidation;
- ostracising.

All inappropriate behaviours towards children are zero tolerance behaviours and will immediately result in expulsion, termination of employment or contract.

Any person or persons making a Mandatory Report in relation to a minor Student will be supported and will not be victimised.

Anti-Discrimination, Human Rights, Equal Opportunity & Disability Discrimination

**Many forms of harassment and all forms of bullying are prosecutable offences under Australian law. CCF SA will notify Police in the event of such incidents occurring.

Bullying is behaviour of a physical, written, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered unreasonable or anti-social behaviour that is offensive, degrading, intimidating or humiliating. This behaviour can include but is not limited to public reprimand or behaviour intended to punish, ridicule, insult, or may be based in unsubstantiated allegations and cruelty.

Harassment is unwelcome and unwarranted behaviour that offends, intimidates, humiliates or embarrasses another person. This behaviour can be written, physical, verbal or visual in nature. Harassment is not necessarily deliberate or intentional and can be one incident or several incidents occurring over a period of time. Harassment may be accompanied by an expressed or implied threat. Harassment and bullying are unwelcome, unsolicited and non-reciprocated behaviours. They may be intentional or unintentional and may take many forms, such as verbal, written or physical. Regardless of the intent or form it takes, the distress caused to the victim is the same.

CCF SA recognises that ignoring harassment and bullying can have serious consequences for all parties. Given that CCF SA seeks to attract and retain talented personnel and students from all backgrounds and to maintain safe and positive work and learning conditions, it is determined to provide an environment free of harassment, victimisation and bullying and to uphold of State and Federal laws pertaining to any form of harassment or discrimination.

The boundaries of what constitutes harassment, victimisation and bullying may vary from person to person and these may vary dependent upon the relationships.

Harassment should not be confused with legitimate comments and advice (including positive feedback) given appropriately by management or trainers and assessors.

Discrimination is behaviour that results in a person being treated less favourably than another or others due to certain personal attributes. These attributes may include, but are not limited to ethnic/religious background, gender, pregnancy, marital status, disability, and age.

Discrimination is broadly defined as treating one person unfairly over another based on factors that are unrelated to their ability or potential. State and Federal legislation protects people from discrimination and from being treated unfairly because they have complained about discrimination.

Direct or indirect discrimination on the basis of one or more of the following attributes is unlawful:

- Age
- Sex
- Physical, psychiatric or intellectual illness or impairment
- Breastfeeding
- Gender identity
- Lawful sexual activity/ sexual orientation
- Marital status
- Physical features
- Political affiliation
- Pregnancy

- Nationality and/or cultural background
- Religious affiliation
- Status as a parent or carer

Sexual Harassment may include sexual propositions or advances, verbal or written requests of a sexual nature, sexually explicit conversations, sexual suggestions or innuendos, gender-based insults and taunting, invasive questioning, physical contact and the display of offensive material (e.g. posters, cartoons, jokes, graffiti, magazines, screensavers, email).

A person sexually harasses another person if in circumstances in which a reasonable person would be able to have anticipated that the person harassed would be offended, humiliated or intimidated.

4. Fairness and Equity

Students

CCF SA's assessment system and its processes do not disadvantage any stakeholder. All eligible candidates are guaranteed access to fair assessment, which does not discriminate on any basis. Assessment guidelines also include flexibility for working with candidates with learning barriers.

CCF SA's assessment process evidences the following characteristics:

- The standards, assessment processes and all associated information are straight forward, understandable and accessible;
- The characteristics of potential candidates are identified, to enable flexibility of delivery and assessment;
- The chosen processes and materials within the system of assessment do not disadvantage candidates or students;
- Appropriate and effective complaints and appeal resolution mechanisms linked to a pro-active continuous improvement are in place to address and remediate any unintentional issue of unfairness or disadvantage identified;

and

- Where potential disadvantages are identified, remedial actions are taken as a matter of priority to ensure there is no repetition of the situation.

Candidates applying for course entry will be informed of and provided with the Access and Equity Policy via the CCF SA website, and on course induction.

Students are given the opportunity to confidentially disclose any circumstances that may affect their ability to successfully participate in training. Where required, trainers and assessors may negotiate appropriate support strategies or reasonable adjustments with students.

Support strategies may include:

- additional training support
- modified learning resources
- alternative assessment arrangements
- referral to external support services.

The Trainer/Assessor will discuss and negotiate with the candidate an appropriate individual support plan which may include both internal and external support strategies. The candidate will be notified in writing if any external support services that will incur a cost that is not covered by the course fees. Reasonable adjustments will not compromise the integrity of the training package or assessment requirements.

Employees

CCF SA is an equal opportunity employer and values diversity within its workforce. Employment decisions are based on merit, capability and organisational requirements and will not discriminate on the basis of:

- age;
- gender;
- disability;
- marital status;
- cultural or religious background;
- pregnancy;
- sexual orientation;
- carer responsibilities;
- or any other protected attribute under relevant legislation.

CCF SA is committed to fair and equitable employment practices. The most suitable candidate will be selected for positions based on their skills, qualifications and experience. Within CCF SA's capacity, employees will be supported to participate, develop and maintain their professional capabilities. Favouritism or the granting of special advantage will not apply to any individual.

Employees are encouraged to contribute to a respectful and inclusive workplace culture that supports the participation and development of all staff.

5. Diversity, Inclusion and Wellbeing

CCF SA is committed to providing a learning and working environment that values diversity, promotes inclusion and supports the wellbeing of all students, employees and stakeholders.

CCF SA recognises that students enter training with diverse backgrounds, experiences and support needs. These may include differences in language, literacy and numeracy skills, cultural background, disability, socioeconomic circumstances, employment history, or personal responsibilities.

CCF SA is committed to ensuring that all students have equitable opportunity to access, participate in and successfully complete training.

To support diversity and inclusion, CCF SA will:

- promote a learning environment that is respectful, inclusive and free from discrimination, harassment and bullying;
- recognise and value the diversity of students, employees and stakeholders;
- identify individual student needs through pre-enrolment processes, including the Upfront Assessment of Need (UAN) or other pre-training review activities;
- provide reasonable adjustments to training and assessment, where required, to support student participation while maintaining the integrity of the training product and assessment requirements;
- implement flexible training and assessment approaches where appropriate;
- ensure training and assessment materials are accessible, clear and suitable for the student cohort;

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- provide students with information about available support services prior to enrolment and during training;
- refer students to appropriate internal or external support services where additional assistance is required.

CCF SA recognises that student wellbeing is an important factor in successful participation and completion of training. CCF SA is committed to providing a safe, respectful and supportive environment that promotes both physical and psychological wellbeing.

CCF SA supports student wellbeing by:

- maintaining safe learning environments in accordance with workplace health and safety requirements;
- promoting respectful behaviour and positive interactions within the learning environment;
- responding promptly to concerns relating to student safety, wellbeing or inappropriate behaviour;
- providing clear processes for raising concerns, complaints or grievances;
- supporting students to access appropriate assistance where personal, social or learning issues may impact their training participation.

Trainers, assessors and staff play an important role in supporting diversity, inclusion and wellbeing. Staff are expected to:

- demonstrate respectful and inclusive behaviour at all times;
- identify and respond to student support needs where appropriate;
- refer students to available support services when required;
- maintain confidentiality and sensitivity when managing student support matters.

CCF SA will continue to review its policies, practices and training delivery approaches to ensure that diversity, inclusion and student wellbeing are supported and maintained across all areas of operation.

6. Awareness and Rights

Employees, students and other stakeholders of CCF SA are expected to be conscious of actual and potential difference and to actively recognise and respect the boundaries directly or indirectly set by others.

All people associated with CCF SA may expect the following rights to:

- be treated with respect and fairly;
- be emotionally and physically safe in the environment;
- have all reports of harassment treated respectfully, seriously, impartially, sensitively and with reasonable confidentiality and for those issues to be addressed immediately and appropriately;
- where ever possible, have complaints resolved by a process of discussion, cooperation and conciliation; and
- receive information, support and assistance in resolving the issue for all parties involved in the complaint.
- No person lodging a complaint, or assisting in the investigation of a complaint, will be victimised or treated unfairly.
- Timely access to their student or personnel records/files.
- All employees and students are expected to participate in the complaint resolution process in good faith.

Document number:	POL_111011	Issued:	1 Aug 2025
Version:	2.0	Next review:	30 Aug 2027

7. Procedure for Reporting

Children (Persons under 18 years of age)

Children in the first instance should report any concerns to any CCF SA employee they feel most comfortable with.

The employee will report the issue to the Director – Training who will commence investigations immediately.

Where the report indicates that the safety of the child is in any way at risk, then mandatory reporting procedures will be enacted.

The employee will, concurrently with the Director's investigation, assist the student and their parent(s) to access and complete the Complaints Process.

The Children's Protection Policy should be followed and mandatory reporting enacted.

Adults

Concerns regarding Equal Opportunity, Harassment, Discrimination or other inappropriate conduct should be reported **immediately** to the Accountable Officer(s) or the Director – Training.

Where the Director and/or Accountable Officer(s) are not available or the complainant prefers, they may report to the Trainer/Assessor, supervisor, trainer or other CCF SA personnel with whom they feel most comfortable.

Please refer to Complaints Process and associated documentation for detailed information on the handling of all complaints.

CCF SA employees and contractors are delegated with the authority to determine whether an individual should be immediately removed from a harmful situation.

Employees and stakeholders are authorised to remove a student, employee or other stakeholder from a harmful situation without prior consultation with senior management.

All actual or suspected harmful situations must be reported **immediately** to the Director – Training and/or CEO of CCF.

8. Responsibilities

Chief Executive Officer (CEO)

The CEO is the Responsible Officer for legislative compliance including but not limited:

- Corporate e.g. ASIC;
- Occupational Health Safety & Welfare;
- Industrial Relations

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- Training & Skills Commission SA;
- VET Quality Framework including Australian Qualifications Framework;
- Discrimination & Human Rights.

Director – Training

It is the Director – Training's responsibility to ensure that students of the RTO and all of its stakeholders are afforded and provide open access to this policy and related legislation.

The Director is responsible for ensuring:

- the currency of and ease of access to relevant legislation, policy and support in relation to access, equity and fairness for all stakeholders;
- support services are available and accessible to stakeholders;
- this policy is incorporated at CCF SA website, is including in application packs and the induction process for both Students and employees;
- and for setting an example by appropriate behaviour at all times.

Accountable Officer

The Accountable Officer is responsible for compliance to legislative requirements in relation to development and delivery of all learning and assessment including but not limited to:

- VET Quality Framework including Australian Qualifications Framework;
- Training & Skills Commission;
- Occupational Health & Safety;
- Discrimination & Human Rights.

And for setting an example by appropriate behaviour at all times.

Accountable Officers are responsible for:

- Ensuring that stakeholders are aware that harassment is unlawful, unacceptable and will not be tolerated.
- Setting an example by appropriate behaviour at all times.
- Establishing open lines of communication with all stakeholders to ensure reporting of incidents.
- Treating any reporting of unacceptable behaviour in a confidential, sensitive, and serious manner.
- Treating the alleged perpetrator impartially pending a fair and open investigation.
- Acting on any complaints swiftly following CCF SA's procedures as outlined in the Complaints Policy.
- Continuously monitoring, educating, informing and supporting all stakeholders to reinforce a safe and equitable workplace.

Employees

All personnel, including supervisors and management, have a responsibility for ensuring the workplace and learning environments are free of discrimination and harassment. Each employee has the responsibility to ensure that CCF SA's culture is one of respect for others and:

- To ensure that they avoid committing harassment or discrimination in any form.
- Offer support to anyone affected by harassment or discrimination.
- Report any example of harassment or discrimination to the Director - Training and/or Accountable Officer(s).
- If harassed, take action to stop it, not only for self-protection, but to prevent others suffering the same form of discrimination.

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- Treat alleged perpetrators fairly.
- If they believe that they have been harassed or denied equality in employment should contact Director – Training and/or Accountable Officer(s).
- Request the assistance of another person in raising the complaint and in any subsequent resultant interviews.
- Setting an example by appropriate behaviour at all times.

Students:

All students have the responsibility to:

- Ensure that they avoid committing harassment or discrimination in any form.
- If harassed, take action to stop it, not only for self-protection, but to prevent others suffering the same form of discrimination.
- Make themselves aware of and act within the confines of relevant legislation and this policy.
- Enhance the learning experience by allowing others to learn without compromise of the learning environment through poor or distracting behaviours;
- Exhibit positive behaviour at all times;
- Follow instructions at all times.
- Request the assistance of another person in raising the complaint and in any subsequent resultant interviews.

General

It is the responsibility of all CCF SA personnel, and stakeholders to:

- set an example through appropriate behaviour at all times;
- ensure their personal well-being;
- ensure the well-being and development of all other CCF SA stakeholders;
- immediately intervene and report any situation which vilifies or demeans or harms an individual.

9. Legislative Framework

CCF SA complies with relevant legislation including but not limited to:

- National Vocational Education and Training Regulator Act 2011
- Training and Skills Development Act 2008 (SA)
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Fair Work Act 2009
- Privacy Act 1988
- Australian Human Rights Commission Act 1986
- Workplace Health and Safety legislation.

CCF SA will also comply with any additional State or Commonwealth legislation relevant to access, equity, diversity, wellbeing and vocational education and training.

10. Review

This policy will be reviewed periodically to ensure it remains aligned with legislative requirements, the ASQA Outcome Standards for RTOs 2025, and CCF SA organisational practices.

Document number:	POL_111011	Issued:	1 Aug 2025
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