Access, Equity, Diversity & Inclusion Policy

Skills Recruitment Pty Ltd | RTO 45725 | V3 September 2025

At Businessplex we are committed to creating an inclusive, accessible, and equitable learning environment where all students, regardless of background, abilities, or circumstances, have the opportunity to succeed. This policy outlines our commitment to promoting access, equity, and diversity, ensuring that every learner is supported throughout their training and assessment journey in line with the RTO Standards 2025.

1. Equal Access & Opportunity

We are committed to providing all learners with equal access to training, assessment, and support services. To achieve this, we will:

- Provide all students, including those from disadvantaged backgrounds, with equal opportunities for training and assessment.
- Identify and actively address barriers related to disability, cultural, linguistic, and socio-economic factors that may affect access to training or assessment.
- Make reasonable adjustments for students with disabilities or other needs to ensure they can fully participate in learning and assessment activities.
- Ensure that all learning materials are accessible to students, including those with specific learning requirements (e.g., dyslexia, visual impairments).
- The requirements of students with disabilities and/or individual needs are considered during training and/or assessment.
    - Learning documents and materials avoid non-inclusive and discriminatory language and examples.
    - Language levels are consistent with the vocational level of the qualification.
    - Students without computers, could use Businessplex computer facilities.
    - The assessment process is fair, valid, reliable and consistent.
    - All students are given an equal opportunity to demonstrate competence.
    - Assessment is inclusive of all students enrolled in the course or unit.

2. Diversity & Inclusion

We embrace diversity and are committed to fostering an inclusive environment where all students feel valued and respected. This includes:

- We value and respect students from diverse cultural, linguistic, and social backgrounds, ensuring that our practices are culturally appropriate and inclusive.
- We recognise the unique cultural and educational needs of First Nations peoples and are committed to providing a culturally safe and inclusive environment for these students.

- We are committed to ensuring that all students, regardless of gender, sexual orientation, or identity, feel respected and supported in their learning.
- We acknowledge that each student's needs may differ, and we are committed to adapting our teaching, assessment, and support services to accommodate these differences.

3. Cultural Safety & Awareness

Businessplex will create a culturally safe learning environment is essential for student success. We will:

- Provide ongoing training for staff on cultural awareness, sensitivity, and competency to ensure culturally safe interactions with all students.
- Ensure that all official events and training sessions include an Acknowledgment of Country to show respect for First Nations peoples and their traditions.

4. Staff Training & Development

- Our staff are essential in fostering an inclusive and supportive environment. To ensure the highest standards, we will support staff in their continuous learning to promote best practices in diversity, inclusion, and equitable service delivery.

5. Support Services & Reasonable Adjustments

Support from Businessplex is provided to those with individual needs.

- At enrolment, students are asked to identify personal needs or circumstances that may exist.
- Reasonable adjustment is provided to those with a disability or individual need according to individual circumstances.
- Reasonable adjustment may include but is not restricted to:
    - the use of adaptive technology
    - educational support
    - alternative methods of assessment
    - individual conditions of assessment
    - enlarged print papers for those with vision impairment
    - scribes
    - additional time in the assessment period

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- Additional support is facilitated for those with literacy, numeracy, digital or english language difficulties or other identified areas of learning difficulty (e.g.: through one-on-one sessions with the trainer/ referring to take an english course etc)
- Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment; or believes that their performance in an assessment event has been affected by the incident
- Course design is flexible to provide alternate entry and/or exit points (wherever possible) or pathways through the course.

Complaints are addressed in a fair and equitable manner.

- Individuals who believe they have been treated unfairly are able to use Businessplex's procedures for complaints.
- Students have the right to appeal an assessment decision.

Trainer & Assessor Availability

Day	Time		Contact Method
Monday	9:00 AM – 5:00 PM	Training & assessment support	E-mail or by Appointment
Tuesday	9:00 AM – 5:00 PM	Training & assessment support	E-mail or by Appointment
Wednesday	9:00 AM – 5:00 PM	Training & assessment support	E-mail or by Appointment
Thursday	9:00 AM – 5:00 PM	Training & assessment support	E-mail or by Appointment
Friday	9:00 AM – 5:00 PM	Training & assessment support	E-mail or by Appointment

Trainer & Assessor Contact: thinu@businessplex.com.au or moni@businessplex.com.au

Trainers and assessors are available during business hours only.
Students are encouraged to contact them within the listed times for course-related support, assessment queries, or feedback.

Response Timeframe:

Trainers and assessors will respond to student emails or messages within two (2) business days.

If the enquiry requires additional time (e.g. assessment feedback), students will be advised of an expected response date.

General Enquiries:
For any administrative, enrolment, or general enquiries, please contact the Admin Team during business hours at:
admin@businessplex.com.au

(08) 6156 5320

Response Timeframe:

The Admin Team will respond to general enquiries within two (2) business days during office hours.