

VET FEE-HELP EQUITY AND FAIR TREATMENT

[Policy Statement](#) | [Responsibilities](#) | [Definitions](#) | [Related Legislation and Documents](#)

1 PURPOSE

This policy ensures that Vocational Education and Training (VET) student application and selection processes at CQUniversity are fair, equitable and transparent and that all students and persons seeking to enrol at CQUniversity can be advised and treated in a fair and equitable manner.

2 SCOPE

This policy applies to both students and persons seeking to enrol at CQUniversity that are, or would be, entitled to VET FEE-HELP assistance under Clause 43 of Schedule 1A of the Higher Education Support Act.

3 EFFECTIVE DATE 5 July 2016

4 LEGISLATIVE AUTHORITY

[Higher Education Support Act 2003 \(Cwlth\) – Schedule 1A](#)

5 POLICY STATEMENT

- 5.1 CQUniversity 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 fair, safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.
- 5.2 This policy represents CQUniversity's commitment to ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through vocational education and training.
- 5.3 This policy has been developed to address the particular requirements of:
- potential students
 - VET students currently enrolled at CQUniversity
 - CQUniversity staff.
- 5.4 CQUniversity is responsible for fulfilling its commitment to access and equity by ensuring continued participation of target groups in VET programs. These target groups include:
- women
 - Aboriginal and Torres Strait Islander people
 - people from culturally and linguistically diverse backgrounds
 - people with a disability
 - rural and regionally isolated communities
 - people in transition and other special groups (for example, people re-entering the workforce, sole parents, people with literacy issues, the long-term unemployed, and those who have been institutionalised).

Equity

- 5.5 Essentially, equity means fairness. At CQUniversity it means that people are provided with an opportunity to access, participate in and successfully achieve outcomes. CQUniversity also has an understanding that:
- it is common for people to identify with more than one group

- there are differences within and between equity groups
- each equity group does not experience the same type of disadvantage
- many common barriers remain for equity groups.

Diversity

- 5.6 CQUniversity recognises that there are many factors which influence the ability of people to access, participate in and succeed in a vocational education and training environment, including:
- prior educational experiences
 - goals and expectations
 - work and social expectations
 - geographic location
 - learning styles
 - gender
 - family
 - language
 - values and beliefs
 - income
 - cultural identity
 - motivation
 - religion
 - age.
- 5.7 This policy will be used to:
- inform staff, students and the wider community of CQUniversity
 - commitment to equity and diversity
 - guide the development of CQUniversity
 - specific equity implementation plans and strategies
 - facilitate the design of products and services that are attractive to clients.
- 5.8 CQUniversity aims to provide training programs and services that are accessible to all people.
- 5.9 The requirements of individual learners are accounted for in the strategic and operational planning processes of CQUniversity.
- 5.10 Clients and staff are provided with opportunities to be involved in the planning and decision-making processes of CQUniversity on matters that affect them.
- 5.11 CQUniversity seeks to provide a broad, relevant and balanced range of high quality training programs and support services that account for the diversity of clients and the needs of people under-represented in vocational education and training.
- 5.12 CQUniversity strives to enable members of equity groups to successfully participate in vocational education and training.
- 5.13 CQUniversity provides opportunities for all people to achieve outcomes that meet their personal goals.
- 5.14 CQUniversity provides training and support services in an environment free from harassment.

Fair Treatment

- 5.15 CQUniversity will treat fairly all students and other persons seeking to access the services.

Student Selection

- 5.16 CQUniversity has open, fair and transparent processes, based on merit for making decisions about:
- the selection, from among potential students, and
 - the treatment of students.
- 5.17 Potential students seeking to enrol in a VET unit of study with CQUniversity, 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 processes under subclause 45(1) of Schedule 1A of the Act.
- 5.18 The above paragraph does not prevent CQUniversity from taking into account, in making decisions mentioned above, 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 after consultation with the Student Services Advisor.
- 5.19 CQUniversity will ensure that prior to enrolment prospective students have access to information regarding the course, training, assessment, services and VET FEE-HELP to enable them to make an informed decision about the suitability of the course and the facilities in meeting their individual needs.
- 5.20 CQUniversity will provide accurate and timely information to each student, prior to enrolment in regards to:
- student selection, enrolment and induction procedures
 - course information, including educational and vocational outcomes
 - fees and charges, including refund policy
 - provision for language, literacy and numeracy assistance
 - student support services
 - flexible learning and assessment procedures
 - appeals and complaints procedures
 - disciplinary procedures
 - recognition of prior learning (RPL), including credit transfer processes.

Selection Procedures

- 5.21 As a rule, CQUniversity is able to accommodate enrolment for all eligible students. However, in instances where it is identified that there are limited places available for enrolment in a particular program of study CQUniversity will undertake a merit based selection process. Applications will be sought from eligible students and the selection process will be based on one or a combination of (but not limited to) the following evaluation methods:
- portfolio
 - academic record (including pre-requisite requirements)
 - interview
 - skills testing.
- 5.22 The selection process will be conducted by the relevant Faculty team members. CQUniversity will ensure that throughout the process of selection and enrolment, applicants are treated fairly, courteously and expeditiously. Selection criteria and principles to be utilised, when applicable, will be published at the time of advertising. These requirements will be communicated at time of enquiry or program advertising.

Publication

- 5.23 This policy is available to students and potential students on the CQUniversity policy website.

Accountabilities

- 5.24 The CQUniversity's Senior Management Team is responsible for implementing open, fair and transparent procedures for making decisions about selection of students or other persons into VET units of study.

- 5.25 The Senior Management Team is responsible for:
- reviewing customer surveys to formulate plans to improve student satisfaction
 - reviewing any systemic issues identified and recommending appropriate and timely action
 - identifying and responding to improvement opportunities
 - systematically reviewing the effectiveness of this process.
- 5.26 Deans/Discipline Managers are responsible for:
- providing support to teaching teams to implement continuous improvement for the fair and equitable treatment of students and persons seeking to enrol through the application and selection process
 - identifying systemic and recurring issues within the teaching teams and liaise with the Manager, Organisational Capability and/or Quality Unit for organisational improvement.
- 5.27 Delivery Teams are responsible for:
- ensuring they apply fair and equitable treatment of students and persons seeking to enrol in the application and selection process of their program of study
 - implementing a selection process, if necessary, for high demand products.

6 RESPONSIBILITIES

Compliance, Monitoring and Review

- 6.1 The Administrator is responsible for ensuring compliance with and monitoring of the procedure and to undertake reviews as required.

Reporting

- 6.2 There are no additional reporting requirements.

Records Management

- 6.3 All records relevant to this document are to be maintained in a recognised University recordkeeping system.

7 DEFINITIONS

NOTE: These definitions are specific to this procedure and to CQUniversity. As there are related policy documents applicable to other areas of the University, for clarification contact the Administrator (in the Approval and Review table below).

Persons/Potential Students: refers to all customers of CQUniversity seeking to enrol in or enquiring about the VET unit of study that meets the course requirements under the Act who are, or might be, entitled to VET FEE-Help assistance.

Student/s: Refers to all persons enrolled in a unit of study at CQUniversity and who are or might be entitled to VET FEE-HELP assistance under Clause 43 of Schedule 1A of the Act.

The Act: refers to the Higher Education Support Act 2003 (Cwlth).

Refer to the University [glossary](#) for the definition of terms used in this policy.

8 RELATED LEGISLATION AND DOCUMENTS

Related Policy Document Suite

[Student Feedback – Compliments and Complaints Policy and Procedure](#)
[VET FEE-HELP Academic Grievance and Appeals Policy and Procedure \(TAFE\)](#)
[VET FEE-HELP Academic Grievance and Appeals Form](#)
[VET FEE-HELP Non-Academic Grievance and Appeals Policy and Procedure \(TAFE\)](#)
[VET FEE-HELP Non-Academic Grievance and Appeals Form](#)

Related Legislation and Supporting Documents

[VET Guidelines 2015](#)

[Standards for NVR Registered Training Organisations 2011 – Part 2, SNR 16](#)

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, Governance
Next Review Date	24/06/2019

Approval and Amendment History	Details
Original Approval Authority and Date	Institute Director (CQ TAFE) 11/07/2013
Amendment Authority and Date	Vice-Chancellor and President 12/06/2014; Director, Governance 24/06/2016