

Access and Equity Policy and Procedure

For prospective and enrolled students | Version 26.09 | Effective 8 September 2026

1. Fair access and respectful treatment

You have the right to fair treatment and a safe, inclusive learning environment at EQC. We do not accept unlawful discrimination, harassment, racism, vilification, bullying or retaliation. These expectations apply on campus, online, during college activities and in dealings with our staff and other students. Staff and contractors must uphold these expectations; employment matters are managed under the applicable employment arrangements.

We respect diversity, including disability, age, race, cultural background, sex, gender identity, intersex status, sexual orientation, pregnancy, and family or relationship circumstances. These are examples, not a complete list of protections under applicable laws. We are committed to cultural safety for First Nations students. Tell us about cultural needs or obligations that may affect your participation so we can discuss appropriate support and flexibility.

2. Admission and course requirements

EQC only enrolls students aged 18 or older at enrolment, with no under-18 exceptions. This is EQC's admission rule, separate from government funding eligibility. A lower funding age threshold does not permit admission to EQC. We remain responsible for meeting applicable anti-discrimination obligations.

We assess your application against the disclosed course entry requirements, prerequisites and any applicable funding criteria. We consider reasonable adjustments when assessing your ability to meet essential course requirements. Disability alone is not a reason to refuse admission.

Where places are limited, we will explain the applicable selection criteria and availability before you commit. Payment alone does not establish eligibility or guarantee a place. Eligible fee-free students and students using an approved payment arrangement must be considered under the applicable admission criteria.

3. How to ask for support

Contact Student Services at team@equinimcollege.com or **1800 338 883**, or ask your trainer to help you contact the team. Tell us what barrier you are experiencing and what help you would like. You can request help before enrolment or at any time during your study, including if your needs change. Ask for help making a request or for information in another format.

Support and reasonable adjustments

4. Agreeing on suitable adjustments

We will discuss your needs with you and, where appropriate and with your involvement, your trainer or assessor. You may involve a support person. You may choose whether to disclose a disability. We may need relevant information about its effect on your learning to identify suitable support; ask us how to provide sensitive information privately.

We will consider reasonable adjustments, such as accessible learning materials, suitable assessment formats, assistive technology or adjustments to timing and the learning environment. Adjustments must preserve the essential requirements of the training product and valid assessment. They do not remove the requirement to demonstrate competency.

The responsible staff will explain the agreed support, who will arrange it and the expected timing. We will review its effectiveness with you and consider changes when needed. If a requested adjustment is not appropriate or possible, we will explain why as soon as reasonably practicable, discuss alternatives and explain how you can seek review. A referral does not replace support EQC is required to provide.

5. Your information and included services

We will ask only for information reasonably needed to assess or arrange support and explain how it will be used. Sensitive information must be handled under our Privacy Policy and applicable law and shared only where authorised or otherwise lawfully required. Avoid sending unnecessary medical records to a general inbox; ask Student Services about a suitable way to provide them.

EQC currently charges no administration fees. Three assessment attempts per unit are included in your student fee. This policy does not introduce an adjustment, assessment, withdrawal or deferral fee. Included services remain included, and applicable funding and loan protections take priority.

6. Behaviour that is not acceptable

Discrimination: unfair treatment because of a protected attribute, or an unreasonable common rule that disadvantages a protected group. Legal tests and exceptions depend on the applicable law.

Harassment and sexual harassment: offensive or intimidating conduct is not acceptable. Sexual harassment includes unwelcome sexual advances, requests or other sexual conduct where a reasonable person would anticipate the possibility of offence, humiliation or intimidation. It may involve a single incident and can occur online.

Bullying, racism and vilification: intimidation, humiliation, racist abuse, exclusion or incitement of hatred are not acceptable. **Victimisation:** punishing or threatening someone for raising a concern, supporting a complaint or exercising a protected right is prohibited. Our conduct expectations may be broader than the threshold for a particular legal claim.

Concerns, decisions and your rights

7. Reporting a concern

You can report a concern verbally or in writing to Student Services using the contact details on page 1. You do not have to confront the person involved. Ask for assistance, a support person or another contact if your concern involves the usual contact. In an immediate emergency, call 000.

We encourage early reporting so we can respond, but this is not a condition of seeking independent advice or approaching an external complaints body. You can contact the Australian Human Rights Commission or the relevant state or territory anti-discrimination agency. Raising a concern will not itself disadvantage you.

Our Complaints and Appeals Policy explains the handling process, timeframes and review options. We will consider immediate safety needs, explain the next steps, give relevant people an opportunity to respond, and arrange impartial consideration. Information will be handled discreetly, subject to procedural fairness and lawful disclosure requirements.

8. Outcomes and review

Where a breach is established, any action must be proportionate and based on the circumstances and evidence. Before a final adverse enrolment decision, we will explain the concerns, allow you to respond, and give you the outcome, reasons and appeal options in writing. Temporary measures to protect safety are distinct from a final disciplinary finding.

Cancellation does not automatically remove refund rights. Any refund or lawful remaining liability must be assessed under your agreement, our Fees, Charges and Refunds Policy and applicable law and funding or loan rules. Existing NSW refund protections continue to apply.

Overseas students: where ESOS requirements apply to an EQC-initiated suspension or cancellation, we will give written notice of the intention and reasons, explain the effect on your visa and give you 20 working days to access the internal complaints and appeals process. The action will not take effect until that process is completed, unless the applicable health or wellbeing risk exception permits otherwise. Relevant reporting and any additional course-progress or attendance appeal protections also apply.

9. Related policies, responsibilities and legal duties

Read this with the Student Entry Policy, Accessibility Policy, Complaints and Appeals Policy, Privacy Policy, Fees, Charges and Refunds Policy, Course Deferral Policy and Student Withdrawal Policy. Find them at technologycourses.com.au/policies-procedures.

The CEO is responsible for this policy. Management must ensure staff understand their responsibilities, respond to barriers and concerns, and use feedback to improve access and cultural safety. Students and staff must treat others respectfully.

Applicable duties include the Age, Disability, Racial and Sex Discrimination Acts, the Australian Human Rights Commission Act 1986, the Disability Standards for Education 2005, privacy law, the current RTO Standards and relevant state or territory laws. Applicable funding and overseas-student obligations also continue to apply.