

Accessibility Policy and Procedure

Version 26.09 | Effective 8 September 2026

1. Who this policy is for

EQC supports prospective applicants and enrolled students to access education on an equal basis. This policy covers enquiries, enrolment, learning, assessment, support services, facilities and online study. Staff must apply it respectfully and without discrimination.

EQC only enrolls students aged 18 or older, with no under-18 exceptions. This is our college admission rule, separate from government funding eligibility. Our accessibility and anti-discrimination duties continue to apply.

2. How to ask for support

Contact Student Services by phone on **1800 338 883** or email **team@equinimcollege.com**. You can ask before enrolment or at any time during study. Tell us the barrier you face, what would help, your preferred contact method and any upcoming assessment or other urgent deadline.

You may ask verbally or in writing. Ask us to help record your request, provide information in another format, or communicate through a support person you authorise. You do not need to work out the solution yourself. A trainer or assessor can help you contact Student Services.

3. Your information and choice

Disclosing a disability is voluntary. You can discuss the effect on your study without starting with a diagnosis. We seek only information reasonably needed to understand your needs and consider support. If further evidence is needed, we will explain why and discuss suitable ways to provide it.

We respect your preferences about sharing information. We will explain who needs relevant information to arrange support, seek consent where required and consider alternatives if you prefer not to share it. Limited information may affect a particular adjustment; it does not automatically exclude you from general support.

Personal information is handled under our Privacy Policy, with access limited to people who need it for their role. Confidentiality is subject to applicable law and fair handling of complaints. We will discuss necessary sharing with you where practicable. A support person is involved with your authority.

4. Working out a reasonable adjustment

A reasonable adjustment changes how you access or participate in education so that disability does not create an unnecessary barrier. We consult you, consider your views and functional needs, and consider the benefits and effects of possible options on you and others, including their practicality and cost.

Examples may include accessible learning materials, assistive technology, captioned resources, a different room layout, rest breaks, additional time, or a different way to demonstrate the same skill. The appropriate option depends on your needs and the course. Support also covers barriers in online systems and physical facilities.

You must still demonstrate the essential knowledge and skills required by the training product. Existing teaching methods, timetables or assessment processes are not automatically essential requirements. We consider whether they can change while preserving valid assessment, required competency outcomes and safety.

If an option would prevent a required outcome being demonstrated, we will identify the specific requirement and explore alternatives with you. A general reference to industry expectations is not enough to explain a refusal. Any reliance on a legal exception must be considered and supported on the facts of the individual case.

5. Timing, decisions and your plan

Student Services coordinates your request with relevant staff. We will respond promptly, discuss a timeframe with you and prioritise urgent barriers. If a decision needs more time, we will explain the reason, keep you updated and consider interim arrangements so that an approaching deadline is addressed.

We will tell you the outcome and reasons as soon as reasonably practicable, in a form you can access. If a request is refused or only partly accepted, we will give you a written explanation of the reasons, alternatives considered and how to seek review.

For an agreed adjustment, we will record a plan and give you an accessible copy. It will identify the agreed actions, the staff responsible, when they will start, necessary information sharing and a review date. Trainers and assessors receive the information needed to implement it.

We will check with you that the arrangement is working. Tell Student Services if it is not implemented, is ineffective, or your needs change. We will review it with you at the planned time and when relevant needs or course activities change. Ask for management review if an urgent barrier remains unresolved.

6. Costs and included services

EQC currently charges **\$0 in administration fees**. We do not add an administration charge for making or reviewing a support request. Your **three included assessment attempts per unit** remain included. This policy does not remove any approved NSW refund protection or other rights under your agreement and applicable law.

Any future genuinely optional service charge must be lawful, explained in advance and agreed before the service. It cannot turn an included service or a required adjustment into an optional paid extra. Refer to the current Administration Fee Schedule and Fees, Charges and Refunds Policy.

7. Concerns, complaints and independent help

If support is delayed, refused or not working, contact Student Services using the details on page 1. You can ask for a review or use our Complaints and Appeals Policy. Ask for help, an accessible communication method, an authorised support person or an alternative contact if your concern involves the usual contact.

You can report discrimination, harassment or unfair treatment without having to confront the person involved. We encourage early reporting and will consider immediate support needs, handle concerns fairly and explain next steps. You will not be disadvantaged simply for requesting an adjustment, raising a concern or seeking review.

You may seek independent advice or contact the Australian Human Rights Commission or the relevant state or territory anti-discrimination body. You do not have to complete our internal process before seeking external assistance. External bodies have their own jurisdiction, procedures and time limits.

For Australian Human Rights Commission information, call **1300 656 419** or visit humanrights.gov.au/complaints/how-to-make-a-complaint.

8. Other support and responsibilities

Contact Student Services if health, wellbeing or a temporary condition affects your study, even if you do not identify as having a disability. We can discuss support or referral options. In an immediate emergency, call 000.

Management is responsible for this policy and for ensuring staff understand and implement it. Student Services coordinates requests; trainers and assessors implement agreed learning and assessment adjustments. Staff must identify barriers, protect personal information and use feedback to improve access.

9. Related policies and legal duties

Read this with our Access and Equity, Complaints and Appeals, Privacy, Fees, Charges and Refunds, Deferral and Withdrawal policies at technologycourses.com.au/policies-procedures.

We apply the Disability Discrimination Act 1992, Disability Standards for Education 2005, current RTO Standards and relevant state or territory laws. Applicable privacy, funding and overseas-student obligations also continue to apply. Management reviews this policy when requirements, services or student needs change.