

S2C TRAINING

RTO ID 45605

Access, Equity and Inclusion

Student information · Updated 22 October 2026

We welcome students from all backgrounds and are committed to fair, inclusive and culturally safe training.

Fair access

Our enrolment decisions are based on whether a course suits you, such as the entry requirements and your skills, never on personal characteristics. We do not treat anyone less favourably because of their age, gender, race, disability, religion, sexual orientation, cultural or linguistic background, veteran or employment status, or where they live.

A safe and inclusive place to learn

- We aim for a learning environment, in person and online, where everyone feels respected and heard and is free from racism, stigma and discrimination, including a culturally safe environment for Aboriginal and Torres Strait Islander students.
- We take a trauma-informed, strengths-based approach. Many of our students are veterans and former emergency-services personnel, and we recognise the experience they carry.
- We use plain, inclusive language and check our materials for bias.
- Where a sensitive topic will come up, your trainer will tell you beforehand and offer an alternative activity where reasonable.
- We recognise cultural obligations (such as Sorry Business) and service-related appointments, and may arrange reasonable timelines, other session times or catch-up activities.
- First Nations students are invited to tell us how they would like to be supported.

Telling us about a need

We can identify support needs at any time, not only at enrolment:

- your course advisor discusses your language, literacy, numeracy and digital skills (LLND) with you before you enrol;
- you complete an LLND self-declaration in your onboarding form, and if it shows a possible need, a trainer and assessor has a short, informal check with you;
- you can tell us about a disability, health condition or other need at any time; and
- your trainer and assessor may notice where extra support could help.

Telling us is your choice. Anything you share is kept confidential under our Privacy Policy.

Reasonable adjustments

If you have a disability or ongoing ill health (including mental health), we make reasonable adjustments so you can take part on an equal basis. Examples include:

- extra time, or a different way of providing evidence;

- adaptive technology or materials presented differently; and
- changes to the physical environment, such as an accessible room or a different assessment location.

Your trainer and assessor agrees the adjustment with you and records it, and checks with you that it is working. Adjustments do not change the skills and knowledge you must show to be assessed as competent. If an adjustment is not possible, we explain why as soon as we can and talk through alternatives.

If you have a concern

If you feel you have not had fair access or the support you need, or you experience discrimination, racism or harassment, tell us. You can also make a complaint or appeal. It is free, it does not affect your enrolment, and we offer you support during and after the process. See **Complaints and Appeals**.

More information

This is a plain-English summary for students. If anything here differs from our Student Support and Reasonable Adjustment Policy, the policy applies. Email info@s2c.edu.au and we will send you the full policy.

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S2C Training is a trading name of Served to Cert Pty Ltd, ABN 85 634 533 903, RTO ID 45605.