

# Customer Service, Equity, Access and Anti-Discrimination Policy

## Policy Ref

PN50

## Purpose

The purpose of this policy is to outline AMOSC's commitment to Customer Service, access, equity and anti-discrimination principles.

## Scope

This policy applies to all training provided by AMOSC to participants enrolled in one or more of our International Maritime Organisation (IMO) accredited courses, or our "Additional Qualification" courses.

## Policy

### Educational guarantee

- a) AMOSC is committed to providing quality in training and assessment delivery. We are committed to:
- b) Providing International Maritime Organisation (IMO) accredited training courses and Additional qualification training courses that meet the needs and expectations of participants and the petroleum industry.
- c) Delivering courses that are flexible, that meet the needs of a diverse range of participants and have a holistic approach to training and assessment.
- d) Producing graduates who are appropriately trained and skilled according to the level of training undertaken, and who have the skills required by industry.
- e) Engaging with the petroleum industry to ensure that the training and assessment within our courses remain current, accurate and are reflective of industry requirements.
- f) Maintaining a supportive learning environment that is conducive to the success of our participants, our staff and industry.
- g) Ensuring that participants and persons seeking to enrol receive clear, accurate and detailed information about our services prior to enrolment in a course.
- h) Guaranteeing the completion of training and/or assessment once the participant has commenced study in their chosen course. For any reason if services cannot be completed on a particular course by AMOSC, this guarantee includes the placement of the participant on another suitable course for completion, as soon as is practicable.

## **Diversity**

AMOSC recognises and values the individual differences of its course participants and the community and recognises that course participants come into its programs with a wealth of personal knowledge and life experiences.

AMOSC recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:

- a) providing a welcoming and supportive training community
- b) providing reasonable adjustments to training and assessment activities
- c) having transparent course participant and staff recruitment and selection procedures
- d) determining the needs of all individuals upon engagement with the organisation
- e) providing course participants, AMOSC staff and training consultants access to a range of support services.

## **Discrimination**

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

## **Harassment**

AMOSC is committed to providing all people with an environment free from all forms of harassment. AMOSC will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

## **Fairness**

AMOSC is committed to ensuring that current and prospective course participants, clients and other stakeholders are treated fairly and equitably in their dealings with AMOSC.

AMOSC aims to provide open, fair, clear and transparent policies and procedures for use by staff and course participants.

AMOSC accepts all petroleum industry nominees for any course, subject to the clause below.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

## **Exclusion from services**

A person may not be permitted to access our services if:

- a) they have a criminal history that impacts on the requirements of the course or vocation of the area being studied
- b) the course participant requires special services or facilities and provision of such would cause unjustifiable hardship to the organisation.

## Equity in access

AMOSC provides equity in access to the level of training and support required by each course participant. All course participants are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All course participants are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

AMOSC provides equitable access to training and education services by:

- a) offering culturally appropriate training and assessment resources that are relevant to course participant needs and circumstances
- b) referring course participants to support and counseling services where needed
- c) assisting course participants to arrange additional services if required such as interpreters or trained note takers
- d) encouraging course participants to be involved in their own feedback and decision making processes to ensure realistic training goals and progress.

## Support services

Support services will be provided to all course participants who require them. Should these support services incur an expense, this will be payable by the course participant.

## This document is controlled

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