

## Discrimination, Harassment and Bullying ((JTI) Policy and Procedure

### A. Purpose

Job Training Institute Pty Ltd (JTI) is committed to providing a safe, inclusive and respectful environment free from unlawful discrimination, harassment and bullying. This policy ensures compliance with:

- ASQA 2025 Outcome Standards
- Standards for RTOs 2015 (Clauses 1.7, 2.1, 8.5)
- ESOS Act 2000 & Regulations 2019
- National Code 2018 (Standards 2, 5, 6, 7)
- Fair Work Act 2009 and Commonwealth Anti-Discrimination Laws
- WHS laws relating to the prevention of psychosocial hazards and risks.

This policy applies to all students (domestic and CRICOS), staff, contractors, agents, and visitors of JTI across all study and work environments.

### B. Definitions

- Discrimination: Treating someone less favourably based on a protected attribute (e.g., age, sex, race, disability, religion, sexual orientation, gender identity, marital or pregnancy status).
- Harassment: Unwelcome behaviour that offends, humiliates, or intimidates a person based on a protected attribute (e.g., sexual harassment, racial harassment).
- Bullying: Repeated, unreasonable behaviour directed towards a person or group that creates a risk to health and safety. Includes verbal, physical, social or cyber-bullying.
- Victimisation: Unfavourable treatment of a person because they made or supported a complaint.

### C. Policy Statement

- JTI has zero tolerance for discrimination, harassment, victimisation or bullying.
- All complaints will be treated seriously, promptly, confidentially and fairly.
- Staff and students have the right to study and work in an environment free from inappropriate behaviour.
- All staff and students are responsible for ensuring their conduct upholds these values.
- CRICOS students must be supported in a culturally safe environment, with additional orientation and wellbeing services to address adjustment needs.

### D. Responsibilities

- All Staff, Students, Contractors: Treat others with dignity and respect; refrain from discrimination, harassment, or bullying; report concerns.
- Managers & Trainers: Lead by example; take proactive steps to prevent and address inappropriate behaviour; escalate serious cases.

- Student Support Officers (SSOs): Provide confidential support, advice and referral to services (internal or external).
- General Manager/Compliance Manager: Oversee complaint handling, ensure compliance with ESOS/National Code for CRICOS learners, and report systemic issues to management.
- CEO: Final decision-maker in unresolved cases; ensures policies and training remain compliant with law and standards.

## **E. Procedure for Raising Concerns**

1. Informal Resolution (where safe): The individual may raise the matter directly with the person involved.
2. Formal Complaint: Submit a written complaint using the Complaints & Appeals Form to SSO or Manager.
3. Investigation:
  - Conducted promptly, confidentially and with procedural fairness.
  - Both complainant and respondent may have a support person present.
  - Evidence reviewed (statements, records, witnesses).
4. Outcome:
  - May include mediation, apology, counselling, disciplinary action, training, or referral to external authorities.
  - Both parties notified in writing of the decision and reasons.
5. Appeals: Students and staff may appeal outcomes under JTI's Complaints & Appeals Policy. CRICOS students maintain enrolment during internal complaints/appeals.
6. External Agencies: If unsatisfied, individuals may escalate complaints to the Fair Work Commission, AHRC, WorkSafe, or the Overseas Students Ombudsman (for CRICOS).

## **F. Support and Wellbeing**

- Access to JTI Student Support Services, counselling, and referral to external services.
- CRICOS students provided with orientation on rights/responsibilities and support for adjustment issues.
- WHS and wellbeing risks monitored to prevent psychosocial hazards.

## **G. Training and Awareness**

- Staff induction and annual training include equal opportunity, anti-bullying, and anti-harassment.
- Students receive information during orientation and via the Student Handbook.
- CRICOS students provided culturally relevant materials.

## **H. Recordkeeping**

- All complaints, investigations, and outcomes are documented in the Complaints & Appeals Register and securely stored.



- Records are retained for 7 years for audit purposes, and at least 2 years post-enrolment for CRICOS students (ESOS Reg. 3.20).
- Confidentiality is strictly maintained.

## I. Related Documents

- JTI Complaints & Appeals Policy
- JTI Code of Conduct Policy
- Privacy, Confidentiality & Recordkeeping Policy
- WHS/OHS Policy
- Student Handbook (CRICOS & Domestic)