

# CULTURAL SAFETY POLICY

QUALITY AREA 2 – VET STUDENT  
SUPPORT

# CULTURAL SAFETY POLICY

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<b>PURPOSE</b>	<b>2</b>
<b>SCOPE</b>	<b>2</b>
<b>POLICY STATEMENT</b>	<b>3</b>
<b>POLICY IMPLEMENTATION</b>	<b>5</b>
<b>ACCOUNTABILITY</b>	<b>5</b>
<b>MONITORING</b>	<b>6</b>
<b>REGULATORY FRAMEWORK</b>	<b>6</b>
<b>RELATED DOCUMENTS</b>	<b>6</b>
<b>DEFINITIONS</b>	<b>7</b>

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## **PURPOSE**

This policy has been developed in alignment with **Standard 2.5** of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards), which requires RTOs to foster safe and inclusive environments that recognise and support the diversity of VET students.

The purpose of this policy is to ensure that Upskill U Pty Ltd maintains a culturally safe, inclusive, and respectful learning and working environment for all individuals, including staff, prospective students, current students, and other stakeholders. It outlines the organisation's commitment to upholding equity and inclusion across all areas of operation, with a specific focus on acknowledging and supporting the unique histories, cultures, and perspectives of First Nations peoples.

This policy reinforces Upskill U Pty Ltd's dedication to creating a learning environment where every individual feels safe, respected, and supported to succeed.

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## **SCOPE**

The scope of this policy and procedure encompasses all relevant Legislative/Regulatory and Contractual requirements to ensure Upskill U Pty Ltd compliance.

This policy applies to all Staff, contractors, visitors and all students and encompasses all training, assessment, enrolment and student support practices at Upskill U Pty Ltd.

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## **POLICY STATEMENT**

Upskill U Pty Ltd is committed to:

- Creating and maintaining a learning environment free from racism, discrimination, and harassment.
  - Promoting cultural understanding, inclusivity, and equity across all aspects of its operations.
  - Fostering a culturally safe environment where First Nations people feel respected, valued, and supported.
  - Actively engaging with diverse communities to improve VET participation and student outcomes.
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## **INCLUSIVE LEARNING ENVIRONMENT**

Upskill U Pty Ltd will:

- Maintain classrooms and virtual spaces that are inclusive, safe, and accessible to all students.
  - Provide flexibility to support students meeting cultural obligations or navigating cultural responsibilities.
  - Ensure all course materials, communications, and assessments are accessible and inclusive.
  - Seek to understand and embrace the unique diversity of the community, students and staff within Upskill U Pty Ltd and include this perspective within the services offered within Upskill U Pty Ltd
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## **SUPPORTING FIRST NATIONS CULTURAL SAFETY**

Upskill U Pty Ltd recognises the unique historical, social and economic factors affecting First Nations people and will:

- Speak respectfully of First Nations cultures, knowledge, systems, and people.
  - Include First Nations voices in decision-making where relevant and applicable.
  - Engage First Nations staff, educators, or community leaders and members to review and guide training and assessment practices.
  - Include First Nations perspectives in training content and context, where appropriate.
  - Build authentic relationships with local First Nations communities to understand local histories and needs.
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## **STAFF TRAINING AND DEVELOPMENT**

Upskill U Pty Ltd will:

- Provide ongoing cultural awareness and safety training for all staff.
  - Educate staff on unconscious bias, discrimination, and inclusive practices.
  - Encourage reflective practice and open dialogue about inclusivity and cultural responsiveness.
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## **PREVENTION OF DISCRIMINATION AND HARASSMENT**

Upskill U Pty Ltd adopts a zero-tolerance stance on racism, discrimination, bullying or harassment. It will:

- Ensure students and staff can safely report concerns.
  - Investigate all complaints promptly and respectfully.
  - Take corrective action to address any breaches of this policy.
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## **CONTINUOUS IMPROVEMENT**

Upskill U Pty Ltd will:

- Regularly review student feedback, participation rates and complaint data to assess inclusivity.
  - Monitor the effectiveness of strategies aimed at supporting under-represented groups.
  - Evaluate perceptions of cultural safety through engagement with local First Nations communities.
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## **PROCEDURE**

### **CULTURAL SAFETY IN DAILY PRACTICE**

- Use inclusive and respectful language at all times.
- Embed First Nations perspectives and integrating truth-telling into course materials where relevant.

### **RESPONDING TO CULTURAL SAFETY CONCERNS**

- If a student or staff member reports a concern or feedback on current practices:
  - Listen respectfully and without judgment.
  - Record the feedback or concern confidentially using the complaint form.
  - Notify the RTO Position within 1 working day.
  - Begin a culturally appropriate review or resolution process.

### **STAFF EDUCATION**

- During the induction of new staff must be trained in this Cultural Safety Policy. This must occur within their first two weeks.
- If a niche situation arises, where in staff, or representative of Upskill U Pty Ltd feel that they are faced with a training gap, staff are encouraged to remain as objective and respectful as possible. Listening, acknowledgement and receptiveness are to be observed.
- As culture is a very personal matter, there may be instances where emotions are high and diffusing of tension is required. Upskill U Pty Ltd staff and representatives are to remain must refrain from physical involvement. Enforcing space by verbally directing participants and referring to the relevant Codes of Conduct must be done. If a greater degree of intervention is required, on-site security or police should be contacted.

### **COMMUNITY EDUCATION**

- Engage with local First Nations organisations, community or elders at least annually.
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- Involve cultural advisors in the development of course materials and assessment strategies where possible and applicable to the demographic of the courses offered.

## MONITORING AND REVIEW

- Conduct annual review of cultural safety practices through methods including, but not limited to, student, community and staff feedback.
- Document actions taken in the Continuous Improvement Register.

## POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on cultural safety requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of Upskill U Pty Ltd’s quality assurance cycle, in alignment with our Self-Assurance Schedule.

## ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILITIES
Management Team	<ul style="list-style-type: none"> <li>• Ensure this policy is implemented, reviewed annually, and remains compliant with relevant standards.</li> </ul>
Trainers & Assessors	<ul style="list-style-type: none"> <li>• Practice inclusive and culturally responsive training delivery and assessment.</li> </ul>
	<ul style="list-style-type: none"> <li>• Demonstrate respect for cultural diversity and actively contribute to a safe, inclusive learning environment.</li> </ul>
Students	<ul style="list-style-type: none"> <li>• Demonstrate respect for cultural diversity and actively contribute to a safe, inclusive learning environment and adhere to all RTO policies and procedures and abide by Upskill U Pty Ltd Cultural Safety Policy and Equal Opportunity and Inclusion Policy.</li> </ul>

## MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION	
Accountable Officer	Sarah Nicholson, CEO
Date Effective	04/07/2025
Review Date	04/07/2030
Version Number	1

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## REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, upholds quality training and assessment practices, and meets our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- [Age Discrimination Act 2004](#)
- [Australian Human Rights Commission Act 1986](#)
- [Disability Discrimination Act 1992](#)
- [Disability Standards for Education 2005](#)
- [National Principles for Child Safe Organisations 2019](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
- [Privacy Act 1988](#)
- [Racial Discrimination Act 1975](#)
- [Racial Hatred Act 1995](#)
- [Sex Discrimination Act 1984](#)
- [Work Health and Safety Act 2011](#)

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## RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

## DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, Upskill U Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Chief Executive Officer for consideration as part of our continuous improvement practices.