



Durban EEO, Discrimination, Harassment, Bullying and Workplace Violence

POLICY & PROCEDURE GUIDELINE

Governance	Outcome standard 4.2,2.4,2.5 of NVR Registered Training Organisations 2025		
Policy Reference No:	DIC-018	Version No:	4.3
Commencement Date:	January 2008	Review Date:	June 2026
Persons/Areas affected	All staff		
Purpose	<p>As an RTO registered training organisation with ASQA, DIC is required to comply with the requirements of the RTO standards from VET quality Framework as well as other VET regulations and Commonwealth, State and Territory legislation.</p> <p>This policy and procedure ensure compliance with RTO standards.</p>		
Definitions	<p>ASQA means Australian Skills Quality Authority</p> <p>RTO means Registered Training Organisation</p> <p>EEO means Equal Employment Opportunity</p>		
Policy	<p>This policy covers all the staff and student at Durban International College.</p> <p>DIC is committed to ensuring that the working environment is free from harassment, discrimination, and bullying and workplace violence for staff and students.</p> <p>DIC considers all types of harassment, discrimination, and bullying and workplace violence to be unacceptable and considers all types of harassment, discrimination, and bullying and workplace violence to be unacceptable form of behaviours that will not be tolerated under any circumstances.</p> <p>We believe all staff and students should be treated with respect, fairly and in a reasonable way. Harassment, discrimination, bullying and workplace violence are illegal under a range of Federal and State legislation.</p> <p>DIC is therefore committed to ensuring that:</p> <ul style="list-style-type: none"> Harassment, discrimination, bullying and workplace violence complaints are treated seriously 		

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<p>Policy</p>	<ul style="list-style-type: none"> • Complaints are attended to promptly and confidentially. • Complaints are investigated impartially • Action is taken to ensure that misconduct does not continue. • Complainants and witnesses are not victimised in any way <p>Relevant Commonwealth legislation relating to bullying, harassment, discrimination and violence include:</p> <p>Disability Discrimination Act 1992 Human Rights and Equal Opportunity Commission (HREOC) Act 1986 Racial Discrimination Act 1975 Racial Hatred Act 1995 Sex Discrimination Act 1984</p> <p>DIC is committed to providing a place free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.</p> <p>DIC is also committed to fostering a safe, inclusive, and respectful workplace. DIC will ensure that all staff are supported to understand:</p> <ul style="list-style-type: none"> • The Outcome Standards for RTOs 2025 and related instruments. • Their legal obligations under anti-discrimination, workplace safety, and EEO laws. • How these obligations apply to their specific roles. <p>The organisation will provide training, resources, and communication to maintain awareness and compliance with these responsibilities.</p> <p>What is EEO?</p> <p>EEO means ‘Equal Employment Opportunity’ which means that employees are treated fairly and equitably. It means that employees are judged on their ability to do the job based on merit – skills, qualifications and experience, rather than assumptions about them because of different characteristics such as their sex, race marital status, disability, etc. It also means promoting a working environment that is free from sexism, racism, sexual harassment and other forms of discrimination. This applies to customers, fellow employees and independent contractors.</p> <p>EEO legislation deals with three main areas of practical concern:</p> <ul style="list-style-type: none"> • discrimination • harassment • affirmative action <p>Discrimination which includes both direct and indirect discrimination is essentially any practice that makes distinctions between individuals or groups so as to disadvantage some or advantage others. Direct discrimination refers to individual actions or behaviour usually resulting from prejudice or stereotypical thinking. Indirect discrimination involves instances where certain groups are</p>
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	<p>unreasonably excluded or otherwise disadvantaged by apparently neutral policies, practices, procedures or decisions that are unfair or unequal in their effect.</p> <p>In the alignment of DIC commitment to inclusion and non-discrimination we ensure that all students, including those with disability, have equitable access to training and assessment. In accordance with Standard 2.4 of the Outcome Standards for RTOs 2025, the organisation will make reasonable adjustments to support students with disability to participate in training and assessment on the same basis as other students.</p> <p>This commitment is outlined in detail in the DIC-045 Training and Assessment Policy & Procedure Guideline</p> <p>Under Federal and State legislation, DIC will ensure that direct or indirect discrimination does not occur in its work environment or dealings with the public. DIC will ensure that current and prospective employees receive fair and equitable treatment. Unlawful discrimination will not be tolerated by DIC. Employees found engaging in discriminatory conduct will be subject to disciplinary action, including termination.</p>
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Policy	<p>Under Federal and State legislation, DIC will ensure that direct or indirect discrimination does not occur in its work environment or dealings with the public. DIC will ensure that current and prospective employees receive fair and equitable treatment. Unlawful discrimination will not be tolerated by DIC. Employees found engaging in discriminatory conduct will be subject to disciplinary action, including termination.</p> <p>Harassment is a form of discrimination. It consists of unwelcome, embarrassing, unsolicited, offensive, abusive, belittling or threatening behaviour directed at an individual or group because of some real or perceived attribute such as a person's ethnicity, sexuality, or disability in circumstances which a reasonable person, would have anticipated that the person harassed would be offended, humiliated or intimidated. DIC is committed to providing all employees with a harassment-free work environment.</p> <p>Harassment can be any one or more of the following:</p> <ul style="list-style-type: none"> • practical jokes • swearing • bullying • a demand or inappropriate request for sexual/romantic favours • crude jokes, derogatory comments, offensive messages or phone calls • graffiti with racial overtones • name calling, physical threats and offensive gestures • campaigns of hate and silence • leering, patting, pinching, touching • displays of offensive posters, pictures or graffiti <p>If such behaviour makes an employee feel offended, humiliated or intimidated, then harassment and/or discrimination is occurring in the workplace and</p>
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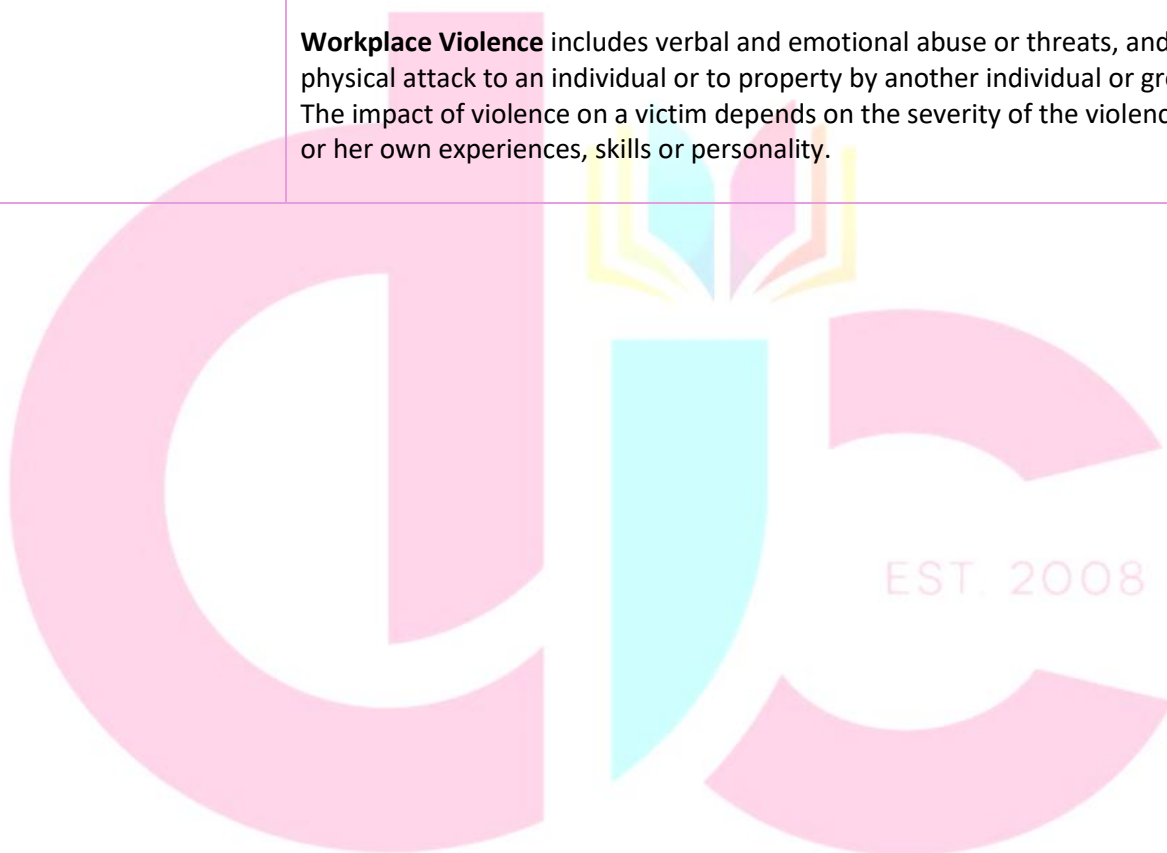
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immediate action is required. Harassment can occur on the basis of any of the grounds of discrimination. Any form of harassment at DIC will not be tolerated. There will be disciplinary consequences for employees who engage in harassment in the workplace. This may include termination.

Workplace bullying is aggressive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying can be defined as the repeated less-favourable treatment of a person by another or others in the workplace, which is considered unreasonable and inappropriate workplace practice. Bullying often results from one person, or a group needing to dominate or show superiority over another person. Any form of bullying in the workplace will not be tolerated.

There will be disciplinary consequences for employees who engage in harassment in the workplace. This may include termination.

Workplace Violence includes verbal and emotional abuse or threats, and physical attack to an individual or to property by another individual or group. The impact of violence on a victim depends on the severity of the violence, his or her own experiences, skills or personality.



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<p>Policy</p>	<p>Violent acts include:</p> <ul style="list-style-type: none"> • Verbal abuse, in person or over the telephone • Written abuse • Harassment • Threats • Ganging up, bullying and intimidation • Physical or sexual assault • Armed robbery • Malicious damage to the property of staff, customers or the business <p>Workplace violence may not always be a critical or extreme situation from the outset. It sometimes follows a pattern of escalating behaviour – from agitation, expressed anger or frustration and intimidating body language, to verbal/written abuse and threats, physical threats, or assault. Violence can be internal to the organisation or from external sources.</p> <p>Workplace violence will not be condoned by DIC and serious disciplinary consequences, including summary dismissal will apply for offences. The DIC's Complaint, Grievances and Appeals Policy should be followed in the event of a complaint of workplace violence, however in a severe instance of violence you are required to immediately remove yourself from the situation and report the instance to CEO.</p>
<p>Policy explanation for students</p>	<p>Discrimination</p> <p>As the definition of Discrimination mentioned at pg.2 some examples include:</p> <ul style="list-style-type: none"> ○ harassment and bullying by a staff member or other students ○ excluding a potential student from a course or failing them because they can't fulfil a course requirement in the standard way, such as not making reasonable adjustments to course delivery or assessment for someone with a disability ○ excluding someone from a course because of an assumption made about their employability <p>If you feel discrimination is occurring and you are comfortable to, you can:</p> <ul style="list-style-type: none"> ○ speak directly to your trainer and assessor about it ○ Discuss the <u>DIC-017 Complaints, Grievances and appeals Policy & Procedure</u> and your options for dealing with the issue with a DIC student support officer. ○ Follow the DIC complaint procedures to resolve issues ○ IF unresolved follow the DIC appeals procedures <p>NOTE: IF not satisfied contact the <u>Equal Opportunity Commission</u> for advice and lodge a complaint if you feel that DIC is not dealing satisfactorily with the situation.</p>

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Policy explanation for students

Harassment & Bullying

As the definition of Harassment and bullying at pg.3 some examples of harassment may include:

- unwelcome remarks, jokes, nicknames, innuendo, or taunting
- written or verbal abuse or threats
- racial slurs
- displays that may cause offence
- use of terminology that reinforces stereotypes
- vandalism or physical assaults
- Condescending or patronising behaviour that undermines self-respect or adversely affects performance or working conditions.

If you are being harassed, you may:

- experience an inability to concentrate
- miss information in class
- be fearful for your physical safety
- not feel confident to speak in class if the harasser is in the same class
- not feel confident to access resources around the campus in case you bump into the harasser
- experience stress and anxiety that may lead to illness and can affect all your relationships
- Feel that you can't come to classes and withdraw from study altogether.

DIC is committed to fostering a learning environment that is inclusive, safe, and accessible for all students, where everyone is treated with respect and protected from racism, discrimination, and any form of harassment (standard 2.5).

In alignment with the above DIC ensures a safe and healthy learning environment and DIC must deal with a harassment issue effectively and immediately if it arises.

If you are being harassed in class and you feel comfortable to, speak to your trainer.

You can also discuss the problem with a Student Support Officer, who can offer you information about the DIC-017 Complaints, Grievances and appeals Policy & Procedure and your options for dealing with the complaint.

If the harassment is serious and continues despite your efforts to deal with it, you may need intervention such as mediation or an investigation, which may result in disciplinary action against the harasser. The student services officer can assist you with lodging a formal complaint if this is necessary.

Sexual Harassment

Sexual harassment is any unwanted or uninvited sexual behaviour that is offensive, intimidating or humiliating. It has nothing to do with mutual attraction or friendship. Some examples of sexual harassment may include:

- staring or leering at a person

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	<ul style="list-style-type: none"> • persisting in asking a person out after they have said no • telling dirty jokes or displays offensive print material in a person's presence • making unwelcome comments about a person's sex life
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Policy explanation for students	<ul style="list-style-type: none"> • touching or brushes against a person on purpose • Trying to force a person to have sex. <p>The Commonwealth Sex Discrimination Act makes sexual harassment unlawful.</p> <p>DIC has Student Support officer available on campus who can help with:</p> <ul style="list-style-type: none"> • information about the types of behaviour that constitute sexual harassment • the roles and responsibilities of trainers and assessors • Options and procedures for dealing with a complaint. <p>When an incident of sexual harassment is reported to staff member following procedure needs to followed:</p> <ul style="list-style-type: none"> • Conduct an investigation in consultation with Student support officer • Forward the investigation details and information to CEO and decision to be made if it needs to be handled internally or referred to the appropriate body. <p>Students are also able to make a complaint to the appropriate legislative body, such as the Equal Opportunity Commission or the police. Please note that assault and stalking are criminal offences and can be prosecuted by the police</p> <p>Racism</p> <p>Racial discrimination is behaviour which disadvantages people on the basis of real or supposed membership of a particular racial or ethnic group. Racial harassment is attitudes or behaviour based on false assumptions or social myths. Examples of racial discrimination or harassment may include:</p> <ul style="list-style-type: none"> • name calling • racist graffiti • demeaning jokes concerning a person's racial ethnic and background • Physical assault. <p>DIC acts against racism through clear codes of behaviour and discipline.</p> <p>If you are subjected to racism, we strongly encourage you to protest against it and make use of the <u>DIC-017 Complaints, Grievances and appeals Policy & Procedure</u></p>
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Procedure	Responsibility
1. Duties and Responsibilities of high managerial staff: <ul style="list-style-type: none"> • Ensure that acceptable standards of conduct are observed at all times. • Promote model appropriate behaviour • Promote this Policy • Treat complaints seriously and ensure that immediate action is taken to investigate and resolve them • Maintain confidentiality principles related to all complaints 	CEO
<ul style="list-style-type: none"> • Be aware of, identify, and where possible, prevent discrimination in the workplace • ensure that where discriminatory behaviour is observed appropriate action is taken regardless of whether a complaint is received about that behaviour • Encourage all staff to behave in accordance with the principles of equal opportunity and anti-discrimination. • Provide leadership and role modelling in relation to appropriate and professional behaviour in the workplace; and respond promptly, sensitively and confidentially to all situations where inappropriate behaviour is exhibited or alleged to have occurred. • provide and maintain as far as is practicable a working environment for employees that values staff diversity, abilities and contributions and is free from discrimination 	
2. Duties and Responsibilities of employees: <ul style="list-style-type: none"> • Comply with this Policy • To refrain from engaging in harassing or discriminating conduct; and • Maintain complete confidentiality if they provide information to, or are involved in an investigation of a complaint. • participate in training to provide them with an awareness that discrimination is unacceptable • avoid aiding, abetting or encouraging other persons to discriminate act to prevent discrimination in the workplace • treat colleagues, students, clients or customers fairly, equally, and with respect • be open, honest and transparent when making decisions or providing advice or service • recognise and respect the skills and talents of others • Recognise cultural and social differences of colleagues, students, clients or customers. • where they are the victim of alleged discrimination, inform the alleged discriminator of their concern over the behaviour, if this is possible and/or appropriate, and request that such behaviour ceases immediately; • where alleged discrimination cannot be resolved by the staff member as above report incidents of alleged discrimination to their supervisor or, if appropriate, the next level supervisor or, the Manager and CEO • Where they witness discriminatory behaviour, provide appropriate support to their colleagues and where appropriate raise the matter with the person who is discriminating against others or with the relevant manager. • Cooperate with any investigation or workplace programs designed to address discrimination 	All staff

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<p>Rules for decision making process:</p> <p><u>Impartial:</u> Both sides have a chance to tell their side of the story. No assumptions will be made and no action will be taken until all relevant information has been collected and considered.</p> <p><u>Free of repercussions:</u> No action will be taken against anyone for making a valid, truthful complaint or helping someone in making a valid, truthful complaint. Disciplinary action, including possible termination, may ensue against employees who make deliberately false and/or malicious complaints.</p>	CEO & Staff
<p><u>Victimisation:</u> The employer will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint. Should an employee (the first employee) victimise another employee for making a complaint, the first employee shall be disciplined including as to potential termination of employment.</p> <p><u>Timely:</u> All complaints will be dealt with as quickly as possible.</p> <p><u>Completely confidential:</u> DIC Employees and students can feel secure that if they do make a complaint under this policy, it will remain as confidential as possible. The only people who will have access to information about the complaint will be the person making the complaint, the investigators, and where necessary, the person about whom the complaint has been made. In some situations, some details of a complaint will also have to be told to potential witnesses. Only the people directly involved in making or investigating a complaint will have access to information about the complaint. Employees involved in any way with an investigatory process, including complainants, alleged offenders or witnesses who breach confidentiality requirements explained to them at any time prior to, during or after the investigation process will face disciplinary consequences for their actions; including potential termination of employment.</p>	CEO & Staff
<p>The Following procedure is to be used to resolve any complaint guided by DIC's Complaints, Grievances and Appeals Policy:</p> <p>Step 1 Approach the DIC CEO who can provide information about the range of choices available to the employee with the complaint.</p> <p>Step 2 If judged possible by the complainant, try and sort out the problem or concern with the person involved informally. The CEO can provide advice on how to do this. This step is not compulsory, but is strongly recommended as a desirable course of action by the Company, to ensure that minor issues are resolved informally between the parties, where possible.</p> <p>Step 3 If this does not work, or if the problem or concern cannot be sorted out informally, or if the complainant does not wish to attempt an informal attempt at resolution, a formal complaint may be lodged by the employee with the CEO. Details of the complaint must be formally recorded including full details of the alleged incident(s), time, place and/or circumstances. The CEO will then refer these details to the appointed Company representative for investigation.</p> <p>Step 4 A full examination of complaints will be conducted by a DIC representative, (which may be the CEO or another party), where appropriate, and may include the following:</p>	<p>CEO</p> <p>CEO</p> <p>CEO</p> <p>CEO</p>

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- interview the alleged offender in relation to the substance of the complaint;
- require the alleged offender to provide an explanation concerning the alleged matters; and
- Further investigate the matter including taking evidence or witness statements from other parties including parties nominated by the alleged offender in defending the matter.



<p>Step 5 On completing their examination of the matter the investigator will reach a final decision as to the outcome of the investigation and provide this information to the CEO for final decision.</p>	<p>CEO</p>
<p>Step 6 The decision of the CEO will be actioned, and the complainant and alleged offender advised of the outcomes. Outcomes may include:</p> <ul style="list-style-type: none"> • counselling • disciplinary action, including termination • an apology • Training in anti-bullying or other matters. 	<p>CEO</p>
<p>Step 7 Staff and students are expected to utilise the DIC's complaints procedure. If the complainant is dissatisfied with any procedural aspects of how his/her complaint has been handled, or is dissatisfied with the outcomes of an investigation, he/she has redress to the Anti-Discrimination Commission.</p>	<p>CEO</p>
<p>Privacy</p> <p>Maintenance of all documentation associated with complaints and investigations of discrimination or harassment will be affected strictly in accordance with the relevant privacy legislation.</p>	<p>CEO</p>
<p>Procedure: Supporting Staff Understanding of Legal and Ethical Responsibilities</p> <p>1. Induction and Onboarding</p> <ul style="list-style-type: none"> • All new staff must complete an induction program that includes: <ul style="list-style-type: none"> • Overview of the Outcome Standards 2025 • EEO and anti-discrimination obligations • Workplace harassment, bullying, and violence prevention <p>2. Ongoing Training</p> <ul style="list-style-type: none"> • Annual refresher training is mandatory for all staff. • Training content is updated to reflect changes in legislation or standards. • Attendance and completion are tracked and reported to CEO. <p>3. Communication of Changes</p> <ul style="list-style-type: none"> • Any updates to legislation or regulatory instruments are: <ul style="list-style-type: none"> • Reviewed by delegated authority and communicated to staff via email, intranet, and team briefings • Accompanied by updated training or guidance materials <p>4. Role-Specific Guidance</p> <ul style="list-style-type: none"> • DIC is responsible for ensuring staff understand how obligations apply to their roles. • Tailored support or clarification is provided as needed. <p>5. Access to Resources</p> <ul style="list-style-type: none"> • Staff have access to: <ul style="list-style-type: none"> • The text of relevant standards and policies • Internal reporting procedures for misconduct or breaches <p>6. Monitoring and Review</p> <ul style="list-style-type: none"> • Regular audits and feedback surveys assess staff understanding. • Policy and procedure effectiveness is reviewed annually. 	

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<p>Useful links</p>	<p>Equal Employment Opportunity Equal Employment Opportunity (EEO) The Equal Opportunity Commission provide information about equal opportunity (EO) in a range of publications and fact sheets and on their website. http://www.eoc.sa.gov.au/about-us</p> <p>Human Rights Commission http://www.humanrights.gov.au/what-workplace-discrimination-and-harassment</p> <p>Anti –Discrimination Act 1977 http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/</p> <p>Disability Discrimination Act1992 http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/index.html</p> <p>HREOC Act 1986 http://www.comlaw.gov.au/Details/C2013C00080</p> <p>Racial Discrimination Act 1975 http://www.comlaw.gov.au/Details/C2014C00014</p> <p>Sex Discrimination Act 1984 http://www.comlaw.gov.au/Details/C2014C00002</p>
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Approval Authority:

Chief Executive Officer

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SUMMARY OF CHANGES:

ISSUE DATE	CHANGE
April – 2008	Version 1.1- Partial Revision
August - 2012	Version 2.0 - Full Revision
August- 2013	Version 2.1- Partial Revision
March-2015	Version 3.0- Full Revision (SRTO's 2015)
March-2016	Version 4.0- Full revision
April-2018	Version 4.1- Partial revision
June -2024	Version 4.2-Partial Revision
June-2025	Version 4.3-Full revision-(SRTO's 2025)

