



## **Australian Leading Institute of Technology**

RTO Code: 45156

CRICOS Code: 03981M

## No.3.1.11: Student Welfare and Duty of Care Policy and Procedure

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### Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 2.1.10; 5.1; 5.2; 5.3; 5.5; 5.6; 5.7; Standards for RTOs 2015 – Standard: 1.7;
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

### Purpose

Student Welfare is a cornerstone of all ALIT’s policies, programs and activities. It addresses the health, safety, security, well-being and guidance of all students and recognises that all students need care and support as they grow towards maturity. Welfare encompasses the physical, social, emotional and educational growth of students.

The purpose of the Student Welfare and Duty of Care Policy is therefore to ensure that:

- All ALIT staff have a legal duty to take reasonable steps to protect students in their charge from risks of injury that are reasonably foreseeable.
- ALIT creates and continually improves an environment that provides a sense of belonging and promotes well-being.
- ALIT ensures strategies for primary prevention are established and built into the ALIT’s programs.
- ALIT plans and implements early intervention strategies to reduce risk and strengthen the coping skills of vulnerable students.

- ALIT provides staff with appropriate support to fulfil their duty of care and student welfare responsibilities.
- ALIT assists each student to achieve their learning goals and make satisfactory progress in the course in which they are enrolled by offering a range of support services where relevant

## Objectives

The objective of this Policy and Procedure for ALIT is to ensure that:

- ALIT has suitable and appropriate student welfare and duty of care control systems and practices in place
- ALIT policy framework to comply with its Student welfare and duty of care guidelines
- ALIT Personnel know their responsibilities and obligations

## Scope

This policy applies to all ALIT students and staff.

## General Processes

### 1. An extensive orientation program –

The ALIT has an extensive pre-training review and enrolment process that provides comprehensive information about student support services and support staff. These services are provided at no additional cost to the student.

Any student may access any student support service offered by the ALIT if they have recognised that they would benefit from some form of assistance. Students should speak to the Student Support Officer/Trainer who will be able to provide the assistance required or will refer them to the appropriate service.

The ALIT has early intervention processes in place to identify students that would potentially benefit from additional support services based on either academic performance or behaviour. These students will be offered support and referrals where necessary.

If there are any changes to agreed services, then the ALIT will advise the student as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Note: Students will not be forced to attend a service.

### Identifying students –

1. Students are identified as requiring special assistance through the initial course application process and will be referred to the Student Support Officer and relevant trainer to discuss any reasonable adjustment required.
2. Students may be identified at the time of undertaking the Language, Literacy and Numeracy (LLN) test prior to enrolment or commencement.
3. Students may refer themselves to their Trainer or Student Support Officer should they recognise the need for additional support or reasonable adjustment. In this instance students must be referred to the Student Support Officer.
4. The ALIT has a rigorous process in place to identify students at risk of not achieving satisfactory course progress, and of implementing early intervention strategies to assist them.
5. Trainers and other staff may also advise the Student Support Officer of possible at-risk students as a result of behaviour, poor class attendance or participation.

### Overseas student support services

- The ALIT must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:
  - support services available to assist overseas students to help them adjust to study and life in Australia
  - English language and study assistance programs
  - any relevant legal services
  - emergency and health services
  - the ALIT's facilities and resources
  - complaints and appeals processes
  - requirements for course attendance and progress, as appropriate

- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- The ALIT must give relevant information or provide referrals as appropriate to overseas students who require assistance in relation to the services and programs, at no additional cost to the student
- The ALIT must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.
- The ALIT must designate a member or members of its staff to be the official point of contact for its overseas students. The student contact officer or officers must have access to up-to-date details of the ALIT's support services.
- The ALIT must have sufficient student support personnel to meet the needs of the overseas students enrolled with the ALIT
- The ALIT must ensure its staff members who interact directly with overseas students are aware of the ALIT's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
- The ALIT must implement a documented process for managing critical incidents that could affect the student's ability to undertake or complete a course, incidents may include but are not limited to physical and psychological harm.
  - The ALIT must maintain a written record of any critical incident and remedial action taken by the ALIT for a at least two years after the overseas student ceases to be an accepted student
- The ALIT must:
  - Take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on their actions they can take to enhance their personal security and safety

- Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts their wellbeing, including critical incidents
- Provide overseas students with or refer them to (including electronically) general information on safety or awareness relevant to life in Australia.

## **Information regarding the Student Support Services**

### **Pre-training review**

All new students attend a pre-training review process. The pre-enrolment process advises students of their rights, responsibilities, study information and of the support services available to them at ALIT which include:

- Facilities and Resources
- Complaints and Appeals Processes
- Counselling and Psychological Services
- Academic Skills Assistance
- Reasonable Adjustment
- Fees, Refunds and any other administration charges
- Course Progress and Intervention Strategies
- Careers and Employment

This information is also included in their Student Handbook and on the ALIT website.

During the course:

1. Student support services are available to ALIT students for the duration of their course.
2. Academic, language and learning support is offered by ALIT.

### **Privacy Protocols**

All means used to identify students who may have specific support needs must comply with ALIT's Privacy Policy and Personal Information Policy. Students are informed of how any personal information collected will be used, to whom it may be disclosed and, where possible, personal information should be collected directly from the relevant student.

Refer to the Privacy Policy for more information.

**Procedures**

Sr.No.	Procedure Steps	Responsibility	Reference
1	Student welfare and duty of care is monitored	Trainer/ CEO	
2	Corrective actions are taken regarding the matters discussed in this policy	CEO	

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