



AUSTRALIAN INSTITUTE OF
PROFESSIONAL TECHNIQUE

Australian Institute of Professional Technique (AIPT)

RTO Code: 45873 | CRICOS Code: 04030F

**Student Welfare and Duty of Care Policy
and Procedure**

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 AIPT'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 AIPT staff have a legal duty to take reasonable steps to protect students in their charge from risks of injury that are reasonably foreseeable.
- AIPT creates and continually improves an environment that provides a sense of belonging and promotes well-being.
- AIPT ensures strategies for primary prevention are established and built into the AIPT's programs.
- AIPT plans and implements early intervention strategies to reduce risk and strengthen the coping skills of vulnerable students.
- AIPT provides staff with appropriate support to fulfil their duty of care and student welfare responsibilities.
- AIPT 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 AIPT is to ensure that:

- AIPT has suitable and appropriate student welfare and duty of care control systems and practices in place
- AIPT policy framework to comply with its student welfare and duty of care guidelines

- AIPT Personnel know their responsibilities and obligations

Scope

This policy applies to all AIPT students and staff.

General Processes

1. An extensive orientation program –

The AIPT 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 AIPT 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 AIPT 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 AIPT 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 AIPT 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 AIPT 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 AIPT'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 AIPT 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 AIPT 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 AIPT 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 AIPT's support services.
- The AIPT must have sufficient student support personnel to meet the needs of the overseas students enrolled with the RTO
- The AIPT must ensure its staff members who interact directly with overseas students are aware of the AIPT's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

- The AIPT 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 AIPT must maintain a written record of any critical incident and remedial action taken by the AIPT for a at least two years after the overseas student ceases to be an accepted student
- The AIPT 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 AIPT 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 AIPT website.

During the course:

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

Privacy Protocols

All means used to identify students who may have specific support needs must comply with AIPT'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/ Training Manager	
2	Corrective actions are taken regarding the matters discussed in this policy	Training Manager	

Continuous Improvement

A summary of all student welfare and duty of care related matters and concerns are presented as a part of the Management Meeting for review. The purpose of this is to ensure management become aware of:

- Any general adverse trend that need correcting and
- Common threads relating to the compliance and quality assurance.

Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy.