

1.03.853 STUDENT WELFARE AND SUPPORT

What You Need to Know – Key Take Outs

The purpose of this policy is to ensure that IRT Academy students' welfare is appropriately supported to meet their individual needs within the scope of IRT Academy operations.

Always read this Policy in conjunction with the Related Procedures identified below.

Policy Statement	IRT Academy ensures that; students are supported through effective measures to meet individual needs.
Purpose	To provide support to students that targets individual student needs that meets legislative and regulatory requirements.
Risk Statement	IRT has a zero risk appetite for failing to meet its legislative obligations.
Scope	The scope of this policy covers all IRT Academy enrolled, IRT Academy employees and any third party(s) acting on behalf of IRT Academy.
Related Procedure	Enrolment procedure Student orientation Progress notes & record keeping
Related Documents	<ul style="list-style-type: none"> • IRT Academy Procedure Manual • Student Handbook • Progress notes held in aXcelerate • Assessment Agreement • Policy 1.03.806 Student Enrolment
Compliance Requirements	<ul style="list-style-type: none"> • Standards for Registered Training Organisations 2015 • Clauses 1.7, 5.4 & 6.1 To maximise the chance of a student successfully completing their training, your RTO needs to: <ul style="list-style-type: none"> ○ identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest) (see also clause 5.1) ○ provide access to the required support throughout their training. <p>This may include providing support through:</p> <ul style="list-style-type: none"> • LLN support • assistive technology • additional tutorials including online tutorial support

	<ul style="list-style-type: none">• other mechanisms, such as assistance in using technology for online delivery components. <p>If this support attracts an additional cost to the student, we will make this clear in the pre-enrolment information.</p> <p>If there are limitations to the support IRT Academy is able to provide, we will clearly state these limitations in information provided to potential students before they enrol or commence the course (whichever is earliest).</p>
Policy Owner	Group Head IRT Academy
Effective Date	June 2021
Review Date	June 2024
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1 POLICY PRINCIPLES

IRT Academy will implement the following practice:

- IRT Academy will allocate a dedicated Trainer/Assessor to each student. The Trainer/Assessor will monitor student progress.
- IRT Academy management will support Trainer/Assessors to develop professional relationships with students so that he/she is equipped to identify potential risks to a student's welfare.
- IRT Academy will publish contact details of Lifeline Australia in the Student Handbook for use by students.
- Where risk/s to a student's welfare has been identified, the IRT Academy Trainer/Assessor (dependent on the nature of the risk) is to consult with the student and offer to support to make contact with Lifeline Australia (if appropriate & agreed to). If the student is also an IRT employee, IRT Academy will provide contact details to Employee Assistance Program (EAP).
- IRT Trainer/Assessor will update the Learning & Development Manager of any risk to student welfare situations. If the safety of the student is at risk, the Learning & Development Manager must refer the situation to the Group Head IRT Academy for advice and instruction.

In Practice Example:

An IRT Academy student explains that he is going through some particular personal issues regarding custody of his daughter. The student is an IRT employee. The trainer helps the student make an appointment with our Employee Assistance Program provider to provide the support the student agreed would be helpful for his situation.

2 ROLES AND RESPONSIBILITIES

Role	Responsibility
Policy Owner - Group Head IRT Academy	<ul style="list-style-type: none"> Development and monitoring of implementation of policy.
Subject matter expert - Learning & Development Manager	<ul style="list-style-type: none"> Daily operational supervision of policy.
Implementation - all other IRT Academy personnel.	<ul style="list-style-type: none"> Daily operational implementation of the policy and related procedures.

3 DEFINITIONS

In this Policy, words have the following meaning:

Term	Definition
RTO	Registered Training Organisation