

1.03.853 STUDENT WELFARE

This policy is applicable to: All IRT Academy students, employees and third party(s) that act on behalf of IRT Academy.

DISCLAIMER

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DOCUMENT CONTROL

Policy Number: 1.03.853	Policy Owner: General Manager IRT Academy	Version: 1.0
Contact position: General Manager IRT Academy	Approved for circulation: Group Leadership Team	TRIM classification reference: EDOC2015/02289
Date approved: February 2015	Review due to: Scheduled review	Next review due: February 2018
Procedure or Process reference no: IRT Academy Procedure Manual - Student Welfare	Compliance/Accreditation/ Standards reference: National Vocational Education and Training Regulator Act 2011	

REVISION RECORD

Date	Version	Revision description
Dec 14	0.1	First Draft
Jan 15	0.2	Policy moved to new format
	0.3	Final draft
	0.4	Developed to comply with Standards for Registered Training Organisations 2015.
Feb 15	1.0	Approved by GLT

1. POLICY STATEMENT

IRT Academy ensures that; students' welfare is supported through effective measures to meet individual need.

2. PURPOSE

To provide support to students that targets individual student welfare needs that meet legislated and regulatory requirements.

3. SCOPE

This policy will apply to all IRT Academy enrolled students, IRT Academy employees and any third party(s) acting on behalf of IRT Academy.

4. OBJECTIVE

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.

5. POLICY DETAILS

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) are to consult with the student and offer to support to make contact with Lifeline Australia (if appropriate & agreed to).
- IRT Trainer/Assessor will update the Operations Coordinator of any risk to student welfare situations. If the safety of the student is at risk, the Operations Coordinator must refer the situation to the IRT Academy General Manager for advice and instruction.

6. ROLES AND RESPONSIBILITIES

All employees are required to comply with this Policy. There are no specific roles or responsibilities other than those outlined in the table below.

Specific roles and responsibilities of employees and management are outlined in Section 6 of this policy.

Specific roles and responsibilities of areas/departments/functions are outlined in the table below.

Role	Responsibility
Policy Owner - General Manager	Development and monitoring of implementation of policy.
Subject matter expert - Operations Coordinator	Daily operational supervision of policy.
Implementation - all other IRT Academy personnel.	Daily operational implementation of the policy and related procedures.

7. EDUCATION AND STAFF DEVELOPMENT

Education and Staff development relevant to this policy will occur:

- Via the IRT Academy Quarterly meeting
- IRT Academy Procedure Manual
- IRT Academy On-boarding procedure.

8. MONITORING, EVALUATION AND REVIEW

Feedback regarding this policy can be referred to:

- IRT Academy General Manager
- IRT Academy Operations Coordinator
- IRT Academy Administration Coordinator

The policy will be reviewed every 3 years by the General Manager IRT Academy. Triggers for review outside of the usual cycle include:

- Changes to the business activity relating to this policy
- New business activities impacting on this policy
- Changes to internal controls relating to this policy
- Changes to legislative requirements

9. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
RTO	Registered Training Organisation

10. ASSOCIATED PROCEDURES AND FORMS

Name and number of document
IRT Academy Procedure Manual
Progress notes held in aXcelerate
Student Assessment Agreement and Progress Report
Progress Exception Report

11. REFERENCES - COMPLIANCE AND BEST PRACTICE

Legislative references
Standards for Registered Training Organisations 2015. Standard 1: The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses
Best Practice references
Not applicable

Compliance Plan reference: Not applicable

12. LINKS TO OTHER POLICIES

<u>1.03.806 Student Enrolment</u>
