



Student Welfare

Organisational Area

RTO
Organisation

Authorisation

This policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 14th of April 2025.

Review date

This policy will be reviewed every three years or sooner if required.

Scope

This policy applies to Manager, Staff, Trainers, and Assessors at Park Orchards Community House & Learning Centre Inc. (POCH&LCI). This policy is for all Students who are enrolled in courses at POCH&LCI.

Objective

POCH&LCI places high priority on student welfare, security and safety. Our goal is to provide an environment that ensures that student welfare is not compromised in any way. Where possible, POCH&LCI will provide assistance to students to support their attendance and participation at POCH&LCI.

The objective of this policy is to ensure the safety of students attending POCH&LCI.

Policy

This policy addresses the security and safety measures taken by POCH&LCI to ensure that the goal set out above is met.

Safety and Security

- Installed motion detector lights at the gate entrance and front door to light up the walkway.
- The car park is well lit for students attending evening classes.
- The front door is coded and can be locked from the inside while students are in class.
- Trainers are to ensure that neither they nor students are left alone when completing lock up procedures, especially after night or weekend sessions. Trainers should ensure that neither they, nor students are left alone on site at the conclusion of classes.
- If Students under the age of 18 are attending training after hours, the trainer will wait with them until they are collected from the Centre by a responsible adult, or until they are safely on the bus.
- Emergency phone numbers are displayed in the front office, front window and on the front door.
- The Trainers have all this information in their handbook which is given to them at the commencement of their courses.

- Smoke alarms are fitted throughout the building and batteries are changed every six months or as needed if sooner.
- Regular fire drills are held.
- Evacuation procedures and assembly points are displayed in every room.
- Up to date First Aid Kit is located in the kitchen in the first aid cupboard.
- Both buildings have fire extinguishers
- For student safety classes will not be scheduled for more than eight hours in any one day and not outside the hours of 8.00am to 10.00pm. Exemption from this is applied to students undertaking industry placement in the Certificate III in Early Childhood Education and Care and Diploma of Early Childhood Education and Care; these students on occasion might be required to commence a morning shift from 6:30 am as this is an industry requirement.
- While POCH&LCI will ensure that its premises meet the Australian Workplace Health and Safety guidelines, students must take all practicable steps to ensure their own safety while at POCH&LCI premises.
- Accidents incidents or hazards occurring within POCH&LCI premises must be reported to staff or trainers immediately. The Accident/Injury/Incident Report form must be completed which will be given to the WHS officer to action.
- POCH&LCI conducts regular emergency management drills. In the event where POCH&LCI premises need to be evacuated, students, visitors and all other persons must follow instructions from Safety Wardens or authorised personnel.
- Key personnel are located at POCH&LCI's Main Office, 572 Park Road, Park Orchards to monitor all training activity.
- Only authorised personnel will be issued with a key or a code to access the building.

Welfare

- Student welfare is monitored by trainers and other POCH&LC staff and intervention strategies put in place as required.
- Support services are accessible to all students.
- Candidate feedback questionnaires are conducted to survey training methodologies, trainer performances, candidate satisfaction or concerns of their learning experiences. These feedback forms are conducted anonymously using a mixed methodology of qualitative and quantitative questions.
- The objective of this policy is to:
 - Enhance the student experience through collection and analysis of student feedback as a basis for improving training methods.
 - Enhance the student experience by providing students with the opportunity to actively engage in the continual improvement of their courses.
 - Recognise and sustain 'good practice' by providing the outcomes of the analysis to all trainers/assessors at their annual performance appraisal.
 - Ensure that subsequent actions from the outcomes of the analysis are followed through via the Continuous Improvement Register
 - The VET Coordinator collects data, collates and performs analysis of the feedback and the internal course surveys and provides the outcomes in the AGM Annual Report, report, quality indicator annual report and annual declaration of compliance.

On employment and thereafter annually, all trainers will be advised of the following policies and procedures through the Trainer Handbook:

- Workplace Health and Safety (WHS): Duty of Care
- Student Complaints and Appeals Policy
- Student Discipline Policy and Procedure
- Professional Development
- Student Welfare Policy
- Wellbeing Policy

Prior to enrolment students will be advised of the following expectations through the Information Handbook and the POCH&LCI website:

- Attendance
- Punctuality
- Mobile phone use in the classroom
- Access to Student Records
- Student Complaints and Appeals Policy and Procedure
- Student Discipline Policy and Procedure

Definitions

N/A

Related Documents

Appeals Form
Complaints and Appeals Policy & Procedure
Complaints Form
Continuous Improvement Policy & Procedure
Fees & Charges Agreements
Fees & Charges Policy
Information for Prospective Students
Privacy Policy
Student Discipline Policy & Procedure
Student Enrolment Checklist
Student Enrolment Policy
Student Feedback – End Course Form
Student Feedback – Mid Course Form
Student Feedback Policy & Procedure
Student Welfare Procedure
Workplace Health & Safety Policy & Procedure

Document Locations

Policies and Procedure Manual
Student Handbook
Website

Related Legislation

Charter of Human Rights and Responsibilities (Vic)
Occupational Health and Safety Act 2004
Standard for Registered Training organisations (RTOs) 2025

Area of Compliance

Standard for Registered Training organisations (RTOs) 2025 2.6

Date reviewed	Version	Details of changes (if any)	Date of next review
August 2010	1.0	Student Safety Policy	
28/08/2015	2.0	Student Welfare Policy - update name, include welfare actions and extra student safety measures	28/08/2018
11/11/2016	3.0	Changed first aid kit' on top of microwave' to 'first aid cupboard' Added: "Student welfare is monitored by trainers and other POCH&LC staff and intervention strategies put in place as required" and "Support services are accessible to all students".	11/11/2019
28/06/2017	4.0	Change VRQA guidelines to 2016	28/06/2020
06/07/2020	5	Review Changed possible start time to 6:30 for ECEC work placement and added Diploma of ECEC	06/07/2023
1/03/2022	6	Remove panic button on alarm Update for ASQA	01/03/2025
14/04/2025	7	Update for ASQA 2025 RTO standards	14/04/2028

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