



# Student Welfare Services Policy

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## Introduction:

Foundation Learning Centre Inc. (FLC) is committed to ensuring that students are provided support services, and a safe environment including nominated hours of class time and scheduled hours for classes. As a Registered Training Organisation and Non School Senior Secondary Provider, FLC adheres to the guidelines set out by the regulating bodies and the Education and Training Reform Regulations 2017.

## Purpose:

To give clear guidelines for students and staff in the provision of support, regulated hours of attendance and safety whilst attending classes at FLC.



## **Operating Hours:**

FLC's set operating hours for the delivery of accredited and pre-accredited courses falls between the hours of 0800 hours to 2200 hours and all scheduled classes are delivered during these timelines.

## **Nominated Hours of Class Duration:**

For all accredited and pre-accredited classes (including time allocated for self-paced or online studies) delivered by FLC, the total hours of attendance at scheduled classes will not exceed eight hours in any one day (other than in courses where the VRQA has issued FLC a specific written exemption for a course-related reason, specifying different maximum hours for that course).

## **Nominated Hours of Classes:**

All classes for provision of accredited and pre-accredited delivery (including time allocated for self-paced or online studies) are scheduled only during the operating hours set for FLC as stated in this policy.

## **Student Safety and Welfare:**

FLC is committed in providing a safe and supportive environment, including welfare and wellbeing support, pathway and transition advice and supporting access to professional services. The safety of students attending classes after 6pm or at weekends is provided for by security measures as outlined in the Student Welfare Services Procedure. FLC is a child safe organisation and adheres to the Child Safe Standards and has appointed Child Safety Officers.

## **Responsibilities:**

It is the responsibility of all staff and educators, delivering both accredited and pre-accredited courses for FLC, to ensure that the student attendance at scheduled classes occurs in accordance with the provisions of this policy. Management is to oversee the provisions of this policy through consultation and advice provided through delivery plans and/or class schedules.

## **Student Wellbeing and Support**

FLC endeavour to provide creative teaching responses and holistic support that incorporates individual student needs to maximise learning opportunities. Student wellbeing and support plays a vital role in student learning and education at Foundation Learning Centre.

Foundation Learning Centre has a wellbeing team located in the main building; our wellbeing team are onsite Monday – Friday 9 - 4pm. For students experiencing personal issues and wanting to speak with the wellbeing team you will need to visit reception to make an appointment with our Wellbeing Team.

## Educational Support

The particular requirements of individual students are taken into account by trainers and assessors wherever possible.

Students are treated with respect and dignity through:

- Courteous behaviour towards students
- Recognition of students' particular needs and circumstance including taking account of their beliefs, ethnic background, cultural and religious practices etc.
- Explaining reasons for retaining information about students and assuring them of the confidentiality of information.
- Organising and monitoring equitable access to, and participation in, activities.
- Referring students who need specialised assistance, not provided at Foundation Learning Centre, to external organisations appropriate to their needs.

Foundation Learning Centre further undertakes to provide:

- Qualified, experienced and committed educational and training personnel.
- A learning environment which actively encourages the participation of women, Aboriginal and Torres Strait Islander peoples, people from non-English speaking backgrounds, rural learners, people with disabilities and unemployed people.
- A supportive and stimulating learning environment where students may pursue their educational and training goals.
- A learning environment inclusive of students with disabilities or who have language, literacy or special learning needs. A referral system for students who have additional language, literacy or numeracy needs.
- A learning environment where students are informed of assessment procedures and results.
- A clear and concise assessment dispute procedure which:
  - Keeps the aggrieved student informed of what is happening
  - Protects the confidentiality of both students and staff
  - A guarantee of privacy concerning records or documents containing personal or sensitive information.

## Further Education and Pathway Guidance

All students have access to career pathway and guidance, this can be provided by FLC's Career Development Co-Ordinator, your educator or Department Head, students can access career pathway links

- <https://myfuture.edu.au/>
- <https://joboutlook.gov.au/careerquiz>

Youth Department students attend an in-depth interview or group session about careers with the Career Development Co-Ordinator. Follow up sessions are available. The interview or group session is conducted by the Career Development Co-Ordinator during the course. It will help participants to explore a range of options, to relate information to their own needs and circumstances and to make decisions about their career.



There are four key steps in this process:

- Building self-awareness
- Increasing awareness of the workplace and industry
- Managing decision making
- Managing work transitions

Students attending other courses should speak with their educator if they would like assistance with career guidance.

## **Student Safety and Security**

### **Children in classrooms**

It is a policy of Foundation Learning Centre that no children are to be taken to adult education classes.

### **Valuables**

Students are responsible for their own valuables.

### **Students in Private Cars**

If at any time you travel in someone else's car or take someone in your car (whether staff/volunteer or fellow student) you must ensure they / you have full comprehensive insurance. Foundation Learning Centre does not have insurance to cover you in the event of an accident and does not recommend this option.

## **Lockdown & Evacuation Procedure**

It is the responsibility of all people attending Foundation Learning Centre to be aware of the Lockdown & Evacuation Process. In the event of a threat or emergency, Foundation Learning Centre has a clear Lockdown and Evacuation procedures.

The lockdown procedure is located in every room and the evacuation procedure is clearly visible throughout all Foundation Learning Centre buildings. Foundation Learning Centre undertakes regular lockdown and evacuation drills throughout the year.

In the event of an emergency in either of the training venues -

- An alarm will be sounded.
- Stop work, do not panic.
- Walk to the nearest emergency exit in a calm and safe manner. Do not run.
- Make your way to the assembly area (displayed on Evacuation plan).
- Students will be marked off the attendance roll once at the assembly area.
- Remain there until you are dismissed by the authorised Warden.
- Student cooperation is essential at all times during any evacuation process.



## Reporting of Emergencies

Report all unsafe conditions, near misses and accidents to your Educator or Administration no matter how major or minor they are. If you have any concerns or questions regarding this procedure, please ask the administration staff.

## Security

To ensure the security of resources, equipment and personal items, the following should be observed:

- No students are permitted in computer rooms without permission
- Do not leave valuables or money in cars
- Take valuables with you during tea breaks and at lunchtime
- Foundation Learning Centre is not responsible for loss or theft of personal items
- Under no circumstances leave children in your car

## Student References

- Educators are under no obligation to provide students with a reference when applying for employment. Do not assume a reference will always be given.
- If an Educator chooses to give a reference, it will relate to enrolment, course program, attendance, punctuality, contribution in class and reliability.
- Educators will not give personal references for students.

## Safety Rules

All students have a responsibility to themselves and their fellow students/staff and to Foundation Learning Centre to conduct themselves in a safe manner without risk of injury or accident.

## Awareness:

The provisions of this policy will be made readily available to all students at all times and prior to enrolment through FLC's website, Student Handbook and promotional materials.

## Related Documents:

Student Welfare Services Policy  
Youth Welfare & Behaviour Management Procedure  
Youth Wellbeing Policy and Procedure  
Duty Care  
Bullying and Harassment  
Access, Equity, Integration and Cultural Diversity Policy  
Child Safe Policy  
Procedure for reporting suspected child abuse  
Procedure for reporting suspected child abuse within FLC