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# Student Welfare Policy (SB016)

## PURPOSE

Skills Base Australia is committed to ensuring the care, safety and welfare of students in accordance with regulatory requirements. Skills Base Australia strives to provide all its students with an equitable, inclusive, respectful learning environment that is:

- Free of bullying, harassment, discrimination, and injuries
- A safe environment
- Structured to provide feedback and respond to any concerns raised

Students have a right to:

- An environment that is supportive of their continued learning outcomes
- Knowledge of what their participation and attendance requirements are
- An understanding of how issues will be managed if they arise

The following apply to all training and assessment activities, and are delivered through various procedures related to those activities.

## SCOPE

This policy covers all Skills Base Australia policies and procedures and all training function activities.

## POLICY

1. The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
3. All trainers/assessors are responsible to observe and be advocates for the policy.
4. Skills Base Australia's policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.
5. Skills Base Australia's Training Coordinator will be the person responsible for the implementation and maintenance of the policy.

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## COMMITMENTS and EXPECTATIONS

Skills Base Australia use a variety of tools to ensure that student's needs are met.

**Developing a Training and Assessment Strategy.** The TAS outlines all the strategies we intend to use when training and assessing students in a qualification. It is developed in consultation with industry.

**Complete a Language, Literacy and Numeracy & Pre Training Review Assessment.** This document gathers information regarding the student's literacy & numeracy level; their previous experience in the industry, any previous study completed (To determine RPL or CT) as well as their expected outcome from the qualification.

**Thorough discussions with students and employers.** This discussion is held to tailor the qualification to the student's individual needs. The trainer will gain information regarding the type of work that is completed by the student, the resources available to them in the workplace, the skills they have obtained, as well as the skills they want to acquire.

**Creating a training plan.** The training plan is an agreement used to ensure that the student, RTO and employer are in agreement on the training to take place. This includes the units selected for the qualification, the timeframe for the qualification to be completed, the study modes, and to gain confirmation of the supervisor commitment. The training plan is signed and dated by all relevant parties, no later than 4 weeks from training commencing and is treated as a living document. Any changes to the units being delivered or the timeframes allocated to complete the units must be confirmed in writing by all parties. This ensures that the student's needs are continuing to be met.

**Providing students with information regarding their enrolment and processes that are available to them if they have any grievances.** This information is provided to them in the student information handbook and is also available on the Skills Base Australia website. Information includes Complaints and Appeals and Student Feedback.

**Ongoing support.** Skills Base Australia provide opportunities for students to discuss any issues or help they may require. The trainer and assessor also arrange for opportunities (or classes) for the student to discuss the progress of study.

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**Student Feedback.** Skills Base Australia asks the students to provide feedback regarding their training via an anonymous survey after their enrolment and at the end of the qualification. This allows Skills Base Australia to monitor the quality of training and make continuous improvements to their training and assessment strategies as required.

**Personal Information.** Skills Base Australia takes all reasonable steps to ensure the information it collects is accurate, complete and up to date and is relevant to its role. Skills Base Australia shall take all reasonable steps to ensure the data collected is protected from misuse and loss, and is safe from unauthorised access.

**Student code of conduct.** Skills Base Australia expects that all students will:

- Be responsible for their study program.
- Treat staff and fellow students courteously and with consideration at all times.
- Take reasonable care of Skills Base Australia property, equipment and facilities.
- Conduct which disrupts staff and hinders them from delivering training in an orderly manner is not acceptable. Any individual or group behaviour which is abusive, indecent, violent, excessively noisy, disorderly, dangerous, offensive or which unreasonably disturbs other groups or individuals is prohibited.

**Academic misconduct.** Academic misconduct is not permissible in any circumstances. Academic misconduct includes:

- Regular lateness in attending classes and lateness in submitting assignments and assessable work.
- Failure to attend classes or other contact sessions and failure to submit assessable work according to deadlines.
- Cheating. This means gaining an unfair advantage in an assessment by deception or a breach of the rules governing the assessment.
- Plagiarism. The term plagiarism refers to taking and using another person's ideas, writing or inventions as your own and failing to acknowledge the source and is not acceptable.