



Student Safety & Welfare Policy

5-1002

Policy

This policy describes MRCNWR commitment to student safety and wellbeing before, during and after training. MRCNWR is committed to providing a safe, secure and supportive learning environment for all students undertaking training programs.

Policy Context

The health, welfare & support of all students is of major concern and to that end, we are committed to the provision of a safe learning environment without risks. MRCNWR carry out risk assessments on all the training facilities each quarter to ensure the training environment is free from risks and hazards.

MRCNWR acknowledges that student safety and wellbeing are the responsibility of all staff working within the organisation. All staff delivering and assessing in training programs are subject the HR practices and compliance requirements that include ensuring all trainers and assessors hold the appropriate qualification and industry experience as well as a police check.

Procedure

Prior to the commencement of training, students attend the Pre Training Review which clearly identifies student's support and welfare services. Once enrolled each Trainer and Assessor explains the safety arrangements for the room in which training and assessment will be conducted. They will detail the procedures to follow in the event of an emergency evacuation. Students are also given information on services related to their wellbeing and how to access them via the student handbook.

In the first instance welfare matters will be handled by your trainer/assessor. Any issues that require assistance from external providers will be dealt with by our Training and Compliance Manager. Our Trainers/Assessors will make allowance for any reasonable adjustment should this be required. Please inform your trainers should you require assistance with any of the following:

- LLN support and Referrals (see student hand book)
- Additional time to complete work
- After Hours contact & support
- Access to Equipment
- Employment Pathways
- Student support
- Resit Assessment
- Recognition of prior learning / Mutual Recognition
- Complaints and appeals
- Student code of behaviour
- Plagiarism and cheating
- Attendance expectations
- Student Credit transfer application form
- Student deferral, suspension or cancellation application form
- Student refund application form
- Student RPL application form
- Student grievance, complaints and appeals

Requirements

- 1.1 The MRCNWR will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements, maintaining their attendance and successfully completing their course of study.



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- 1.2 The MRCNWR designated member of staff to be the official point of contact for students is the Training and Compliance Manager. The role of the Training and Compliance Manager is to direct a student to the appropriate person within the MRCNWR in the event a student requires support.
- 1.3 The MRCNWR will provide the opportunity for students to access course-related support services to assist with issues that may arise during their study. If the MRCNWR refers the student to external support services the cost of these services is to be paid by the student.

Student support services

- 1.4 The primary mechanism for student support is through the Training and Compliance Manager who is responsible for responding to requests for assistance from students.
- 1.5 Students requiring additional assistance will be referred to the appropriate MRCNWR staff, eg Administration Officer, Training and Compliance Manager, Trainers, Finance Manager, EO, or to an appropriate external support provider if this is considered appropriate.
- 1.6 Before a student is referred to an appropriate external support provider the Administration Officer must seek approval from the EO or the Training and Compliance Manager.

Document Control

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30/09/2016	V1.0 30.9.2016	MRC NWR major review of all policies and procedures against AQTF Essential Conditions and Standards for Registered Training Organisations
30/09/2019	V1.2	No amendments