Wellbeing Policy

Purpose

The purpose of this policy is to outline Insight Training's approach to supporting student wellbeing as part of its student support, safety, and risk management obligations under the Standards for Registered Training Organisations (RTOs) 2025. This policy establishes how Insight Training identifies student wellbeing risks, provides appropriate non-clinical support, facilitates referrals to external services, and promotes positive learner engagement through campus-based initiatives. The policy ensures that wellbeing support enables equitable participation in training and assessment while maintaining the integrity of training package requirements and assessment outcomes.

Guiding Principles

Insight Training's approach to student wellbeing is guided by the following principles:

- **Learner-centred support** – Wellbeing measures are designed to support student participation, engagement, and completion.
- **Early identification and prevention** – Potential wellbeing risks are identified as early as practicable through engagement and monitoring processes.
- **Appropriate referral** – Students are supported to access external professional or community services where required.
- **Equity and inclusion** – Support is provided in a manner that is inclusive, culturally respectful, and free from discrimination.
- **Confidentiality and dignity** – Student information is handled sensitively and in accordance with privacy requirements.
- **Governance and accountability** – Wellbeing processes are documented, monitored, and reviewed as part of continuous improvement.

Policy

Insight Training recognises that student wellbeing is fundamental to effective participation, progression, and completion in vocational education and training. Insight Training is committed to providing a safe, inclusive, and supportive learning environment that promotes student's physical, mental, emotional, cultural, and social wellbeing as part of its student support, safety, and governance responsibilities.

Insight Training will proactively identify student wellbeing risks, implement appropriate non-clinical support measures, facilitate access to external professional counselling services through the Student Assistance Program (SAP), and promote engagement and connection through campus-based wellbeing initiatives. All wellbeing support is delivered in a manner that respects learner dignity, privacy, and confidentiality, supports equitable access and reasonable adjustment, and does not compromise training package requirements or assessment integrity. Wellbeing arrangements are documented, monitored, and reviewed to ensure ongoing compliance with the Standards for Registered Training Organisations (RTOs) 2025 and the Australian Skills Quality Authority (ASQA) Practice Guides.

Scope

This policy applies to:

- All current and prospective learners enrolled with Insight Training
- All modes of training and assessment delivery, including on-campus and online learning
- All learner wellbeing support mechanisms, including campus engagement initiatives and the Student Assistance Program (SAP)
- All Insight Training staff, trainers, assessors, contractors, and third-party representatives involved in learner support or wellbeing-related activities

Definitions:

Student Wellbeing
The physical, mental, emotional, cultural, and social factors that may affect a learner's ability to participate in training and assessment.

Wellbeing Support
Non-clinical actions, interventions, or referrals implemented to reduce barriers to participation and progression.

Reasonable Adjustment
A modification or support mechanism that enables equitable access to training and assessment while maintaining the integrity of training package requirements.

Student Assistance Program (SAP)
A structured program that provides learners with access to external professional counselling and wellbeing support services.

Roles and Responsibilities

Chief Executive Officer (CEO)

- Provides governance oversight for student wellbeing systems and ensures appropriate resources are available.
- Reviews wellbeing-related risks, trends, and outcomes through management and continuous improvement processes.

Campus Manager

- Oversees implementation of student wellbeing and support processes at campus level.
- Ensures staff understand referral pathways, escalation procedures, and their obligations under this policy.

Campus/Student Support Officers

- Act as the primary point of contact for student wellbeing concerns.
- Conduct wellbeing check-ins, coordinate support strategies, and manage referrals, including the Student Assistance Program (SAP) and external services where required.
- Maintain appropriate records in accordance with privacy and recordkeeping requirements.

Trainers & Assessors

- Monitor student engagement, attendance, and wellbeing indicators during training and assessment.
- Identify early signs of wellbeing concerns and refer students to Student Support Officers in a timely manner.
- Implement approved reasonable adjustments without compromising training package requirements or assessment integrity.

About Student Wellbeing Services

Insight Training supports learner wellbeing through a combination of **structured support pathways** and **engagement-based initiatives** that operate alongside training and assessment delivery. These services aim to reduce barriers to learning and support learner retention and progression. Wellbeing services do not replace academic judgement, assessment decisions, or training package requirements.

Student wellbeing support includes:

- Identification and escalation of wellbeing concerns
- Reasonable adjustments where appropriate
- Referral to external support services
- Campus engagement and wellbeing initiatives
- Monitoring of student engagement and participation trends

Identification of Student Wellbeing Needs

Insight Training identifies potential student wellbeing concerns through a combination of proactive and responsive mechanisms to support early intervention.

These include:

- Student survey responses (e.g. enrolment, engagement, course feedback, and exit surveys), which are monitored for indicators of stress, disengagement, isolation, or barriers to learning.
- Trainer and Assessor observations, including changes in attendance, behaviour, participation, or performance.
- Direct student disclosures or requests for support, made verbally or in writing.
- Progression and engagement data, such as missed assessments, repeated extensions, or low participation.
- Referrals from staff, where a wellbeing concern is identified during normal interactions.

Where a potential wellbeing risk is identified, the Student Support team will follow up with the student and offer appropriate support, information, or referral options.

Wellbeing strategies and support services

Insight Training will either provide, or arrange access to, appropriate wellbeing support services that are proportionate to the risks and needs of its student cohorts and the size and scale of the RTO.

Depending on context, this may include:

- Study and academic support: study skills, time management, help-seeking skills, exam and assessment anxiety strategies, LLND support, and reasonable adjustments consistent with assessment principles.
- Mental health and counselling support: internal wellbeing conversations, and/or referral to external counselling, general practitioners, mental health services, crisis lines and domestic and family violence services.
- Disability and access support: liaison with students regarding access needs, assistive technology, adjustments to learning and assessment arrangements where reasonable.
- Financial and practical support: referral to financial counselling, housing and other community services where financial stress or housing insecurity affects study.
- Social, cultural and community connection: culturally safe, inclusive environments; links to community organisations, First Nations support, youth and CALD services; and opportunities for peer support.

Campus Engagement and Wellbeing Initiatives (Non-SAP)

Insight Training promotes student wellbeing through inclusive campus engagement initiatives that encourage connection, participation, and a positive learning environment. These initiatives operate **outside the Student Assistance Program (SAP)** and are preventative and engagement-focused.

Campus engagement initiatives may include:

- Orientation and induction activities
- Student engagement or community-building activities
- Wellbeing awareness initiatives and information sharing
- Opportunities for peer interaction and collaboration
- Culturally inclusive activities that support student participation

  Examples of campus engagement and wellbeing initiatives may include, but are not limited to:

  - Cultural celebration events
  - Student orientation and welcome activities
  - Peer connection and social engagement activities
  - Wellness and resilience workshops
  - Study skills and stress management sessions
  - Community-building events and learner networking activities
  - Information sessions on support services and referral pathways

Participation in campus engagement initiatives is voluntary and does not constitute counselling, welfare, or therapeutic services. These initiatives complement Insight Training's student support framework and may inform continuous improvement activities.

Student Assistance Program (SAP)

The Student Assistance Program (SAP) provides learners with access to confidential, external counselling and wellbeing support services where personal, social, or emotional concerns may impact their ability to participate effectively in training and assessment.

Insight Training is providing all current and new students access to free confidential counselling services 24 hours a day, 365 days a year by phone and 3 complimentary face-to-face counselling sessions through Access EAP.

The face-to-face sessions are an hour in duration and can be conducted through Skype or in person depending on the student's location.

The services provided to students by the SAP are intended to assist with issues requiring short term emotional and psychological support. For issues that require a long-term support service, the student may be referred to an alternative appropriate resource by an Access EAP professional.

Common issues students can seek assistance with are:

- Trauma
- Personal issues
- Work/Life effectiveness
- Relationship issues
- Interpersonal conflict
- Working relationships
- Substance abuse
- Gambling
- Trauma
- Depression
- Grief and loss
- Financial concerns
- Anxiety
- Dealing with stress
- Parenting
- Legal concerns
- Perinatal counselling

Informing students about wellbeing supports

Insight Training will actively inform students of:

- the wellbeing support services available;
- how to access those services; and
- any organisations they can contact and actions they can take to support their own wellbeing.

Information will be provided through:

- Insight Training website and pre-enrolment information;
- Student Handbook and orientation;
- course-specific information and learning platforms;
- visible contact details for designated support staff in training rooms and online spaces.

Safety, critical incidents and limits of support

Insight Training will respond promptly to concerns about immediate safety.

Insight Training does not provide clinical or crisis services but will, where appropriate, support students to connect with emergency services and specialist external agencies when there is risk of harm to self or others.

Student privacy and reporting of information to Insight Training

The services provided are completely confidential where students will not have to compromise their identity and will remain anonymous to Insight Training. If a student plans to go ahead with a face-to-face counselling session, Access EAP will need to obtain the contact details of the student for booking and following up purposes. This information will still be treated as confidential and will remain anonymous.

Access EAP will keep on record student details for usage reporting purposes and will not disclose to Insight Training the details discussed in counselling sessions and details that would identify who the person is.

Providing students access to the program

Students are able to access the SAP by calling 1800 71 94 01. The below procedure section outlines how a student will come to getting information on the service.

Students may be supported to access appropriate external community or professional wellbeing services where required.

Responsibility

- CEO (Chief Executive Officer)
- Campus Manager
- Campus/ Student Support Officers
- Trainer & Assessors

Legislation / Contracts

- Standards for Registered Training Organisations (RTOs) 2025
    - Outcome Standards 2.6, Governance 4.1-4.4
- Disability Standards for Education 2005 (Cth)
- Equal Opportunity Act 1984 (WA)
- Privacy Act 1988 (Cth)
- Aged Care Act 2024

Related Policies and Procedures

- Enrolment Policy
- Student Support and Reasonable Adjustment Policy
- Student Wellbeing Needs Assessment Form
- Student Assistance Program
- Student Progression Policy