

Student Safety and Wellbeing Policy and Procedure (JTI)

A. Purpose

JTI is committed to ensuring the health, safety, welfare, and wellbeing of all students, including CRICOS and domestic learners. This policy sets out JTI's approach to creating a safe, inclusive, and supportive learning environment that meets legislative and regulatory obligations.

The policy aligns with:

- ASQA 2025 Outcome Standards
- Standards for RTOs 2015 (Clauses 1.7, 2.1, 8.5)
- ESOS Act 2000 & ESOS Regulations 2019
- National Code 2018 (Standards 2, 5, 6, 7, 8)
- Work Health and Safety (WHS) laws
- Fair Work Act 2009 and Commonwealth Anti-Discrimination Laws

B. Scope

This policy applies to all students (domestic and CRICOS), staff, contractors, agents, and visitors engaged in JTI learning environments, both on-campus and off-campus (placements, excursions, online, and virtual learning).

C. Policy Statement

- JTI provides a safe and supportive environment free from bullying, harassment, discrimination, victimisation, and unsafe practices.
- All students will have access to appropriate support services to assist with academic, personal, cultural, and wellbeing needs.
- CRICOS students are supported to adjust to study and life in Australia with additional orientation and wellbeing services.
- Student wellbeing and safety are considered central to JTI's duty of care and regulatory compliance.
- Concerns relating to wellbeing, harassment, or safety will be managed promptly, confidentially, and fairly.

D. Student Safety

1. Physical Safety

- Safe campus environments maintained under WHS laws.
- Emergency evacuation plans and drills conducted regularly.
- Critical Incident Policy implemented for emergencies or serious events.

2. Psychological Safety

- Zero tolerance for bullying, harassment, discrimination, or victimisation.

- Access to confidential counselling, wellbeing support, and referral to external services.
- Strategies in place to monitor and support students at risk of disengagement, isolation, or mental health issues.

3. Work Placement Safety

- Host organisations vetted for compliance with WHS and student protection standards.
- Students inducted into workplace safety procedures before commencement.
- Placement coordinators monitor student wellbeing and address incidents promptly.

E. Student Wellbeing

- Orientation includes information on health, safety, wellbeing, support services, and emergency contacts.
- Student Support Officers (SSOs) available to assist with personal, academic, cultural, and adjustment needs.
- Reasonable adjustments available to support students with disabilities, LLN needs, or medical conditions without lowering competency outcomes.
- CRICOS students are supported with settlement assistance (accommodation, transport, healthcare, financial management, cultural adjustment).
- Regular communication channels (student surveys, forums, feedback sessions) used to monitor wellbeing.

F. Responsibilities

- Students: Comply with JTI policies, report hazards, unsafe behaviour, or wellbeing concerns, and support peer safety.
- Trainers/Assessors: Foster safe learning environments, identify students at risk, refer concerns, and report incidents.
- Student Support Officers: Provide advice, counselling referral, wellbeing support, and cultural adjustment guidance.
- Managers/Compliance: Ensure systems meet WHS, ESOS, and ASQA requirements; investigate incidents and trends.
- CEO/General Manager: Overall accountability for student safety, wellbeing, and compliance.

G. Procedures

1. Reporting Concerns: Students report wellbeing or safety issues to trainers, SSOs, or managers. Complaints may be lodged formally via the Complaints & Appeals Policy.
2. Responding to Incidents: Incidents managed under WHS and Critical Incident policies. Students supported with counselling, adjustments, or referral services.
3. Continuous Improvement: Wellbeing and safety data reviewed quarterly by management. Student feedback incorporated into improvements.

H. Recordkeeping

- Wellbeing and safety records are securely stored.
- Records retained: 7 years for WHS and audit purposes; 2 years post-enrolment for CRICOS student-related wellbeing records (ESOS Reg 3.20).
- Confidentiality maintained under JTI's Privacy Policy.

I. Related Documents

- Critical Incident Policy
- WHS/OHS Policy
- Privacy, Confidentiality & Recordkeeping Policy
- Discrimination, Harassment & Bullying Policy
- Complaints & Appeals Policy
- Student Handbook (Domestic & CRICOS)

J. Student Safety & Wellbeing Flowchart (Report → Support → Resolution)

1. Report → Student identifies wellbeing or safety concern → informs Trainer/SSO/Manager.
2. Support → Concern acknowledged, interim support provided (counselling, referral, adjustment).
3. Resolution → Investigation, corrective action or referral under policy → Outcome communicated → Records kept → Continuous improvement.