



# Student Health and Wellbeing Policy

**Organisation:** Australian Leading Institute of Technology (ALIT) **RTO Code:** 45156

**Quality Area:** 2 – VET Student Support **Standard:** RTO Standards 2025 – Standard 6 / ESOS National Code Standard 6 **Document Owner:** Director of Student Services **Review Cycle:** Annual **Version:** 1.0

**Effective Date:** April 2026

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## 1. Purpose

This policy establishes ALIT's commitment to supporting the physical, mental, and social wellbeing of all learners, and to providing appropriate responses to health and wellbeing concerns in a safe, confidential, and compassionate manner.

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## 2. Scope

Applies to all enrolled learners (domestic and international) and all ALIT staff with responsibilities for learner welfare.

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## 3. Policy Statement

ALIT recognises that learner health and wellbeing directly impacts study outcomes. ALIT will proactively support learner wellbeing, respond to welfare concerns promptly, and facilitate access to appropriate health and support services. ALIT complies with all applicable WHS, ESOS, and duty of care obligations.

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## 4. Wellbeing Support Framework

### 4.1 Mental Health and Emotional Wellbeing

- ALIT provides access to a student counsellor or welfare officer (in-house or via referral)
- Trainers are trained to recognise signs of distress and make timely referrals
- Learners experiencing stress, anxiety, or personal difficulties are encouraged to seek support early
- ALIT maintains a list of external mental health resources (including Lifeline, Beyond Blue, headspace, and community health centres) and provides this information at orientation and on the student portal

### 4.2 Physical Health

- ALIT training environments comply with WHS standards; first aid facilities and trained first aid officers are available at each campus
- Learners who are unwell are encouraged not to attend training; provisions for make-up classes or alternative assessment are available
- International learners are required to maintain valid Overseas Student Health Cover (OSHC); ALIT provides information on how to use OSHC at orientation and on request

### 4.3 Emergency Procedures

- ALIT maintains documented emergency procedures for each delivery site, including:
  - Medical emergencies
  - Fire and evacuation
  - Critical incident response
- Emergency contact numbers (including 000, campus first aid, and ALIT management) are prominently displayed at all delivery sites
- Staff are trained in emergency procedures as part of their induction and annually thereafter

### 4.4 Critical Incident Response



A critical incident is any event that causes serious distress or harm to a learner, staff member, or visitor. ALIT's critical incident response includes:

1. Immediate duty of care response (call 000 if required)
2. Notification to the CEO within 24 hours
3. Provision of counselling support to affected parties
4. Documentation of the incident and response actions
5. For international learners: notification to relevant government agencies as required under ESOS

#### 4.5 Personal Safety and Campus Security

- ALIT is committed to providing a safe campus environment free from violence, intimidation, and harassment
- Any safety concern must be reported to the Student Support Officer or management immediately
- ALIT cooperates fully with police and relevant authorities in the event of a safety emergency

#### 4.6 Welfare Monitoring (International Learners)

Consistent with ESOS obligations, ALIT will:

- Monitor the wellbeing of international learners throughout their enrolment
- Contact learners who have not attended or made contact within 5 business days of an unexplained absence
- Maintain current emergency contact details for all international learners
- Refer learners experiencing financial, accommodation, or personal crises to appropriate support services

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### 5. Confidentiality

All health and wellbeing information shared by learners is treated as confidential and is only shared with third parties in circumstances where:

- The learner gives consent
- There is a duty of care obligation (risk of harm to self or others)
- There is a legislative or regulatory obligation to report

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### 6. Roles and Responsibilities

Role	Responsibility
CEO	Ensure duty of care obligations are met; oversee critical incident response
Director of Student Services	Coordinate wellbeing services; manage welfare referrals and follow-up
Student Support Officer	Conduct welfare check-ins; coordinate external referrals; maintain records
Trainers	Monitor learner wellbeing; make referrals; apply duty of care
First Aid Officer	Respond to on-site medical incidents

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### 7. Related Documents

- Policy: Student Support During Training
- Policy: Diversity, Equity and Inclusion
- Policy: Monitoring Student Progress
- Policy: Student Feedback, Complaints and Appeals
- Policy: Governance and Compliance

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### 8. Review and Approval

Version	Date	Approved By	Changes
1.0	April 2026	CEO, ALIT	Initial issue