

## 1. Purpose

The purpose of this policy is to ensure that Choice Academic College provides effective support for learner wellbeing in line with **Standard 2.6 of the Standards for RTOs 2025**. The policy outlines how the RTO identifies and responds to wellbeing needs to support learner engagement, retention, and success.

## 2. Scope

This policy applies to all:

- Enrolled learners
- Academic and support staff
- Trainers and assessors
- Management and administration teams

## 3. Policy Statement

Choice Academic College is committed to providing a safe, inclusive, and supportive learning environment where learners' wellbeing is a priority.

## 4. Definitions

Term	Definition
Wellbeing	A state in which learners can realise their potential, cope with normal stresses of life, work productively, and contribute to their community.
Support Services	Resources provided by or referred to by the RTO, including counselling, academic assistance, and referral to external services.
Early Intervention	Identifying signs of distress or disengagement early and offering appropriate support.

## 5. Legislative and Regulatory Context

- Standards for RTOs 2025 – **Standard 2.6**
- National Code of Practice for Providers of Education and Training to Overseas Students
- Equal Opportunity and Anti-Discrimination legislation

- Child Protection and Vulnerable Persons Acts (where applicable)

## **6. Procedures**

### **6.1 Identification of Wellbeing Needs**

- All staff are trained to recognise indicators of learner wellbeing issues (e.g., poor attendance, disengagement, sudden drop in performance).
- Learners may also self-identify and request support confidentially via the Student Support Officer (SSO).
- Regular feedback surveys and learner interviews are conducted to monitor general wellbeing and identify concerns.

### **6.2 Provision of Support**

- Initial support is provided internally through:
  - Student Support Officers
  - Academic advisors or trainers
  - Welfare and counselling referral services
- Information on wellbeing support is provided at orientation, in the Student Handbook, and on the RTO website.
- Support includes academic accommodations (if required), time extensions, or referral to external services such as mental health services.

### **6.3 Referral to External Services**

Where wellbeing needs exceed the RTO's internal capacity, learners are referred to:

- Mental health services (e.g., Headspace, Lifeline, Beyond Blue)
- Legal aid or housing support
- Financial or crisis assistance providers

### **6.4 Confidentiality and Privacy**

- All discussions and records related to learner wellbeing are treated as confidential.
- Records are stored securely in accordance with the Privacy Act 1988 and only accessible to authorised personnel.

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## **6.5 Monitoring and Follow-up**

- Learners receiving wellbeing support are followed up by the SSO at agreed intervals.
- Academic performance and engagement are monitored for ongoing issues.
- Individual support plans may be reviewed and modified as needed.

## **6.6 Continuous Improvement**

- Feedback on support services is regularly collected through learner satisfaction surveys.
- The RTO reviews wellbeing procedures annually to ensure compliance and effectiveness.
- Adjustments are made based on data, learner feedback, and staff input.

## **7. Review**

This policy will be reviewed annually or as required.

### **Document Control**

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