

### 1. Policy

IH ensures the provision of a safe environment for all students and staff including a variety of sustainable strategies to support successful outcomes for students and a positive work environment for staff. Policy and procedure is informed by this intention and feedback sought to maintain its effectiveness.

### 2. Organisational Scope

All of IH operations are subject to this policy of safety and welfare.

### 3. Regulation : This policy/procedure supports the following

**ESOS Act 2000: National Code 2017**

**Standard 6: Student support services**

Outcome of Standard 6: Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

6.1 The registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

- a. student support services available to students in the transition to life and study in a new environment
- b. legal services
- c. emergency and health services
- d. facilities and resources
- e. complaints and appeals processes, and
- f. any student visa condition relating to course progress and/or attendance as appropriate.

6.3 The registered provider must provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.

6.4 The registered provider must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

### 4. General Principals

4.1 All students will have an appropriate orientation provided at or before their course commencement

4.2 Orientation Programs include information on all commencement processes and requirements as well as support services and staff

4.3 Staff induction includes information and understanding for new staff on the IH Critical Incident policy and procedure to ensure awareness of this student/staff support mechanism.

**5. Procedure**

5.1 All students are required to attend an orientation day at the beginning of their studies.

- The orientation program includes the following:
  - o A tour of the premises identifying classrooms, student areas, student administration area, and any other relevant areas such as toilets, fire exits, and restricted areas.
  - o Information on the roles and identities of relevant staff including academic and support staff
  - o Training and assessment methods
  - o Information on the support services available including
    - Transition to life in Australia
    - Legal issues
    - Health and emergency information and
    - Accommodation

5.2 Critical Incident Management

IH implements and enforces a thorough Critical Incident policy and procedure which is activated for any incidents which can or do impact the well being of staff and/or students

5.3 Students with Disabilities/Learning Difficulties

In the case where IH is aware of any learning difficulties that may affect a student’s course progress, modifications to delivery and/or assessment , as required, to support the student in their learning and relevant staff will be made aware concerning the student as appropriate

5.4 IH students are able to access student support to discuss any academic, attendance, or other related issues that may affect their study progress at any time, these services are at no cost to the student. The Student Welfare Officer will be able to provide advice and guidance, or referral, where required.

**6. Associated Documentation**

Form	Current Version
Critical Incident Policy	
Orientation Program	