



# STUDENT WELFARE & DUTY OF CARE POLICY AND PROCEDURE

## 1. Policy Context

This policy has been developed to support ASCA's compliance obligations under:

- Standards for Registered Training Organisations (RTOs) 2025
- ESOS Act and National Code 2018 (where applicable)
- Work Health and Safety legislation
- Privacy legislation
- Disability Discrimination Act and Education Standards
- Child protection obligations
- ASCA policies including Student Support, Critical Incident, Complaints & Appeals, Course Progress and Access & Equity

## 2. Purpose

Alice Springs College of Australia recognises that student welfare is fundamental to learning success, retention, and overall student safety.

This policy establishes a structured framework to ensure that:

- students are provided with a safe, respectful and inclusive learning environment
- student wellbeing risks are identified early and addressed appropriately
- staff understand their duty-of-care responsibilities
- appropriate support and referral services are available
- welfare concerns are managed consistently, confidentially and ethically

The policy reflects ASCA's commitment to safeguarding the mental, emotional, academic and physical wellbeing of students.

## 3. Scope

This policy applies to:

- all current and prospective students
- domestic and international students
- staff, trainers and assessors
- contractors and third-party partners
- individuals interacting with students on behalf of ASCA

## 4. Policy Statement

ASCA is committed to promoting student welfare and ensuring that all reasonable steps are taken to protect students from harm, distress, disadvantage or barriers that may affect their learning.

Duty of care applies across all areas of ASCA operations, including:

- classrooms and learning environments
- campus safety and facilities
- student communication and engagement
- academic progress monitoring
- student behaviour and wellbeing management
- emergency and critical incident response
- off-site learning or placements



ASCA recognises that students may experience personal, financial, academic, cultural or health-related challenges. The College will respond proactively to support these students and provide access to appropriate internal or external services.

## 5. Student Welfare Framework

ASCA implements a holistic welfare framework that supports students throughout their learning journey.

### Orientation and Awareness

Students are provided with comprehensive information during orientation regarding:

- available support services
- safety and emergency procedures
- complaints and appeals processes
- academic expectations
- attendance and course progress requirements
- employment rights and responsibilities
- support available for personal circumstances affecting study

### Monitoring Student Wellbeing

ASCA monitors student welfare through ongoing engagement, including:

- attendance and participation
- academic performance
- behavioural observations
- student feedback
- communication with trainers and support staff

Where concerns arise, early engagement occurs to assess needs and determine appropriate support.

### Student Support Services

ASCA provides access to welfare and support services addressing:

- academic skills and study support
- language, literacy and numeracy assistance
- mental health and counselling referral
- accommodation and living arrangements guidance
- financial hardship support and advice
- health and medical referrals
- legal or employment information referral
- disability and equity support
- social integration and cultural adjustment

Support may be provided internally or through referral to specialist external services.

### Student Support Officer

ASCA will designate Student Support Officers as the primary point of contact for welfare matters. These officers:

- provide guidance on academic and personal concerns
- coordinate referrals
- support intervention planning
- maintain confidentiality
- ensure students are aware of available services



Staff interacting with students are required to understand their welfare responsibilities and refer concerns appropriately.

## 6. Language, Literacy, Numeracy and Learning Support

ASCA will identify LLN needs during pre-training review and early learning stages.

Where support is required:

- internal LLN support will be provided where possible
- students may be referred to external programs if required
- adjustments may be implemented to support learning

## 7. Reasonable Adjustment and Disability Support

ASCA is committed to ensuring equitable access to training for students with disability.

Reasonable adjustments may include:

- modified learning resources
- adjusted assessment methods
- additional support sessions
- assistive learning strategies

Adjustments will not compromise competency requirements and will maintain assessment integrity.

## 8. Student Hardship

Students experiencing hardship may seek assistance through ASCA.

Support may be considered for:

- financial hardship
- medical conditions
- personal or family circumstances
- mental health concerns

Students may be required to provide evidence to support requests for assistance or adjustments.

## 9. Safety and Duty of Care

ASCA will take reasonable steps to provide a safe environment and support student security.

This includes:

- information on personal safety
- access to support contacts
- reporting mechanisms for incidents
- response procedures for welfare concerns

Immediate action will be taken where safety risks arise.

## 10. International Students

ASCA will provide appropriate support to assist international students in adjusting to study and life in Australia, including:

- cultural and social support
- information on rights and responsibilities
- accommodation guidance
- academic support
- employment information



## 11. Students Under 18

Where applicable, ASCA will meet legislative obligations relating to the welfare of under-18 students, including monitoring and approved welfare arrangements.

## 12. Confidentiality and Privacy

All welfare matters will be handled confidentially.

Information will only be shared where necessary:

- to protect safety
- to meet legal obligations
- during emergency response

## 13. Continuous Improvement

Student welfare outcomes will be monitored and reviewed as part of ASCA's quality assurance processes.

Management reviews may consider:

- recurring welfare concerns
- support effectiveness
- student feedback trends
- improvement opportunities

## 14. Publication

This policy will be:

- available to staff and students
- included in orientation and induction
- accessible via internal systems and website

## 15. Review

This policy will be reviewed:

- annually
- following incidents
- following regulatory changes
- following internal audits

VERSION CONTROL			
Policy Name:	STUDENT WELFARE & DUTY OF CARE POLICY AND PROCEDURE		
Policy Owner:	CEO/ Alice Springs College of Australia Pty Ltd		
Effective Date:	06/02/2026	Next Review Date:	06/02/2027
Version	Date	Description of Changes	Approved By
V1.0	30/01/2022	Initial document creation in accordance with applicable RTO compliance requirements	CEO
V1.1	06/02/2026	<ul style="list-style-type: none"> <li>• Reviewed and updated to align with the RTO Standards 2025 (ASQA requirements)</li> <li>• Reformatted to meet ASCA documentation requirements</li> <li>• Updated official letterhead</li> <li>• Updated Northern Territory Campus Address</li> </ul>	CEO