

STUDENT WELLBEING POLICY

1. PURPOSE

The purpose of this policy is to ensure that the wellbeing of all VET students of Envirotech Education (the RTO) is proactively identified, supported and continuously improved, in line with Standard 2.6 of the VET Student Support – Quality Area 2 in the Outcome Standards. The policy recognises that student wellbeing is a key enabler of successful participation, progression, completion, and transition in VET programs — especially given the unique demands of the industries and communities Envirotech Education services.

2. SCOPE

This policy applies to:

- 2.1. All students enrolled in any training product delivered by Envirotech Education (including face-to-face, blended, online, work-based, and third-party arrangements)
- 2.2. All staff (training, assessment, administration, support, management) of Envirotech Education and its third-party delivery partners
- 2.3. Any workplace/placement environment associated with the training (including third-party host sites, and client sites)
- 2.4. All phases of the student lifecycle: pre-enrolment, enrolment, delivery, assessment, transition, completion, alumni/after-care.

3. POLICY STATEMENT

Envirotech Education is committed to:

- 3.1. Identifying the wellbeing needs of its student cohorts by reference to training product content, cohort characteristics, delivery mode and workplace context (including the mining underground sector).
- 3.2. Providing, or ensuring access to, appropriate wellbeing support services that align with identified needs and reflect the student's training environment and broader life circumstances (including financial, mental health, cultural and workplace safety).
- 3.3. Ensuring that students are informed, in a timely and accessible way, of the availability of these services, organisations they can contact, and actions they can take to support their own wellbeing.
- 3.4. Ensuring that staff are trained, briefed and supported to implement wellbeing strategies, respond to student wellbeing concerns (including referral pathways), and operate in compliance with privacy, confidentiality, and duty of care obligations.
- 3.5. Monitoring and reviewing wellbeing strategies, support services and outcomes for students on an ongoing basis and adjusting through continuous improvement processes.
- 3.6. Managing risks to student wellbeing, including environments beyond Envirotech Education's direct control (e.g. third-party host workplaces, remote/underground sites) — by embedding controls into agreements, supervising arrangements, orientation and ongoing monitoring.

- 3.7. Integrating wellbeing considerations into the entire student lifecycle: pre-enrolment screening/briefing, induction, ongoing training delivery and assessment, transition support, and post-completion pathways.
- 3.8. Upholding the dignity, safety and respect of all students and staff, preventing abuse, harassment or violence, and promoting an inclusive culture that supports diverse student needs (including cultural, gender, age, disability, work-based cohorts).
- 3.9. Protecting student privacy, ensuring wellbeing-related information is collected, stored and used in accordance with privacy legislation and ethical standards, only with consent and for the intended purpose of student support.
- 3.10. Ensuring that where third-party arrangements exist, Envirotech Education Training verifies that the third party is aware of, trained in, and complies with this policy, and that the student experience and support are consistent with Envirotech Education's standard.

4. ROLES & RESPONSIBILITIES

ROLE	RESPONSIBILITIES
Senior Management / Director	Provide leadership and allocate resources for student wellbeing; review policy annually; ensure that strategic risk management includes wellbeing risks; ensure third-party partner contracting includes wellbeing clauses.
Compliance Staff	Maintain the wellbeing risk register; monitor implementation of policy; coordinate reviews and audits of wellbeing support; report to senior management and board/committee.
Designated Wellbeing Support Officer(s)	Provide direct student-facing support (or referral) for wellbeing matters; maintain up-to-date list of available internal and external services; liaise with trainers/assessors on student wellbeing flags; maintain confidential records of support actions.
Trainers / Assessors & Delivery Staff	Identify and refer students with wellbeing concerns; integrate wellbeing awareness into training delivery (e.g., check-in at start of session, embed study skill/mental health self-check messages); make students aware of available supports; report any concerns to Designated Wellbeing Support Officer.
Administration / Student Services	Provide wellbeing information at enrolment/induction (e.g., orientation pack); maintain student records of support services offered; organise student feedback on wellbeing supports; ensure student communications include relevant wellbeing contacts.
Third-party Partner / Host Workplace	Ensure compliance with Envirotech Education Training's wellbeing policy; align workplace/placement induction with student wellbeing expectations; report any wellbeing incidents or concerns to Envirotech Education Training; ensure supervision arrangements consider student wellbeing.

5. DEFINITIONS

WELLBEING:	For the purposes of this policy, “wellbeing” encompasses the physical, mental, emotional, social and financial health of a student in the context of their engagement in VET training and associated environments.
STUDENT COHORT:	A group of students sharing common training product(s), delivery mode(s), demographic and/or workplace context.
THIRD-PARTY DELIVERY PARTNER:	Any external entity contracted or engaged by Envirotech Education to deliver training, assessment or student support services.
DESIGNATED SUPPORT STAFF:	Staff members specifically appointed with responsibility for student wellbeing matters (see section below).
RISK REGISTER:	The documented register of wellbeing-related risks, controls, residual risk ratings and treatment plans.
CONTINUOUS IMPROVEMENT:	The process of monitoring, reviewing, and enhancing wellbeing support systems, strategies and outcomes.

6. RELATED/SUPPORTING DOCUMENTS

- 6.1. Student Wellbeing Procedure
- 6.2. Critical Incident & Safety Procedure
- 6.3. Reasonable Adjustment Procedure
- 6.4. Privacy Policy
- 6.5. Third-Party/Placement Agreements

7. REFERENCES

- 7.1. [National Vocational Education and Training Regulator \(Outcome Standards for NVR Registered Training Organisations\) Instrument 2025](#)
- 7.2. [DEWR Policy Guidance – Outcome Standards](#)
- 7.3. [ASQA Practice Guide – Wellbeing](#)