



Welfare Policy & Procedure for Students

1. Policy

SCAA SWTI is committed to ensuring that all students enrolled in nationally recognised training offered by SCAA SWTI are enrolled in high quality training and that that students are provided with appropriate support in relation to services on offer and welfare.

This commitment is based on a client focused operation that produces the best possible outcome for students. SCAA SWTI will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with SCAA SWTI receive every opportunity to successfully complete their chosen training program. SCAA SWTI will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

SCAA SWTI takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

SCAA SWTI delivers specialised training and assessment services. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. SCAA SWTI has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

SCAA SWTI will make all reasonable effort, and utilise a variety of available methods, to assist all students in their efforts to complete training programs. SCAA SWTI will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses. SCAA SWTI will continue to develop strategies to make support available where gaps are identified.

2. Procedure

SCAA Shearer Woolhandler Training Inc. management and Trainers are responsible for ensuring the following occurs during any training on offer:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students are explained to students
- Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training program
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs

- Access to information and course materials in a readily available, easily understood format ☐
Information to assist students in planning their pathway from school or the community to vocational education and training.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other SCAA SWTI staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of SCAA SWTI to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact SCAA SWTI who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties. In the event that a student’s needs exceed the capacity of the support services SCAA SWTI can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. SCAA SWTI staff members will assist students to source appropriate support. A list of support services is described below:

STUDENT SUPPORT SERVICES

Sometimes students may find themselves in difficult or challenging situations and require assistance in accessing support services. SCAA SWTI is committed to supporting the welfare of its students and provides the following additional information which may be of benefit.

Centrelink	13 10 21
Salvation Army Social Housing Service	1300 363 622
St Vincent de Paul Society	9321 2977
Lifeline	13 11 14
Mens Helpline	1300 789 978
Beyond Blue.....	1300 244 636
Legal Aid	1800 677 402
Victorian Aboriginal Legal Service	9419 3888
Victorian Equal Opportunity & Human Rights Comm.	1300 292 553
Australian Human Rights Commission	1300 369 711
Fair Work	13 13 94
Reading Writing Hotline	1300 655 506

*Students will need to be aware that there may be costs incurred with some support services.

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