

STUDENT WELFARE POLICY

1. Purpose and Objectives

- 1.1 The purpose of this policy is to provide students and staff with guidance regarding their responsibilities to ensure adequate support is provided to meet student welfare needs.
- 1.2 This policy aims to support the identification of students who require additional personal support and to ensure appropriate support is provided.
- 1.3 Student support occurs within a partnership framework in which students are responsible for their own welfare, while being actively supported by Le Cordon Bleu Australia (LCBA) and its delivery partner(s), with the intention of fostering students' independence and identifying and responding to individual student needs.

2. Scope

- 2.1 The scope of this policy includes all students enrolled in LCBA Vocational Education and Training (VET) and Higher Education (HE) programs in various settings e.g., on-campus, off-campus and online.
- 2.2 This policy does not cover academic and learning support which is covered by the *Learning Support Policy VET* and *Learning Support Policy HE*.
- 2.3 The policy acknowledges that 'safety' is regulated in more detail through other frameworks, such as workplace-safety legislation, and does not seek to duplicate those mechanisms.

3. Legislative Context

- National Code 2028
- Standards for RTOs 2015
- HESF 2015

4. Policy Statement

- 4.1 The welfare, safety and well-being of its students is of paramount importance to LCBA.
- 4.2 Students are provided with access to sufficient and appropriate support and a safe learning environment.

5. Policy

- 5.1 Le Cordon Bleu Australia, in collaboration with its delivery partner(s), provides students enrolled in all programs, delivered on and off campus, or online, with sufficient and appropriate support and fosters a safe learning environment.
- 5.2 Le Cordon Bleu Australia and its delivery partner(s) continually maintain best practice in ensuring student wellbeing and safety by:
 - timely detection of student welfare issues (including issues relating to mental health, sexual assault and harassment) and effective implementation of support strategies;
 - timely and effective management of critical incidents including deployment of emergency response staff in emergency situations, including evacuation (refer to the *Critical Incident Policy*);

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- effective management of risks relating to student wellbeing and safety; and
 - provision of training and resources to staff relating to student welfare.
- 5.3 LCBA is dedicated to continuously improving student wellbeing and safety via student feedback mechanisms (including surveys and student representatives) collected at different stages of the student journey.
- 5.4 Students are expected to:
- be aware of and adhere to the LCBA *Student Code of Conduct*;
 - seek relevant support/professional assistance where a mental health issue is having or is likely to have an impact upon their academic progress;
 - seek and follow advice from campus-based staff, including Program Manager, Student Services Manager, Counselling Team and academic staff;
 - make campus staff aware of any challenges/obstacles to completing academic requirements in a timely fashion;
 - contact emergency services 000 for life-threatening situations.

6. Roles and Responsibilities

Roles	Responsibilities
Registrar	Oversees implementation of this policy
Program Manager	Monitors student progression (including attendance, progression rate and failures) and ensures timely and effective implementation of academic support
Student Services Manager	Provides or coordinates support; keeps student records; implements missing person protocols
Campus counsellors	Provide counselling to students
Campus security	Provides assistance with personal security

7. Definitions

‘Co-delivery partners’ are the third party providers contracted by LCBA to deliver part or all of a course or its constituent units of study.

‘Orientation Program’ is the compulsory program designed to provide new students with vital information relating to their enrolled programs and is typically held during the week prior to the commencement of their enrolled programs.

‘Staff’ covers both Le Cordon Bleu Australia staff and staff of its co-delivery partner(s).

‘Student welfare’ broadly encompasses student wellbeing and safety and relates to student overall wellness and freedom from harm.

8. Related Documents

- Academic Progress Policy HE
- Academic Progress Policy VET
- Enrolment Policy

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- Learning Support Policy HE
- Learning Support Policy VET
- LCBA Privacy Policy
- Student Attendance Policy
- Student Code of Conduct
- Student Critical Incident Policy
- Work Integrated Learning Policy

9. Implementation

- 9.1 The Registrar is responsible for ensuring that future major changes to this policy will be accompanied by a completed Implementation Plan, counter signed by the Dean and presented with the policy to the Corporate Board.
- 9.2 The Implementation Plan will include a Communication Strategy that identifies key stakeholders and the requirements for effectively implementing and monitoring this policy.

10. Procedure

- 10.1 Le Cordon Bleu Australia has documented procedures on student wellbeing and safety to support staff in detecting and handling matters relating to student welfare.
- 10.1.1 Le Cordon Bleu Australia students are provided with access to key support services, the standard of which is reviewed on a regular basis.
- 10.1.2 General and academic staff monitor student welfare via a number of indicators (including attendance and academic progress) as described in related policies.
- 10.1.3 The Student Services Manager is the designated contact point of any wellbeing and safety matter reported by stakeholders on and off campus.
- 10.1.4 Students are informed of the designated contact point at each campus as part of their Orientation Program and can access this information throughout their study period.
- 10.1.5 For international students, the Orientation program includes information about safety while living in Australia.
- 10.1.6 Staff use the Student Support Form to report student welfare matters to the Student Services Manager.
- 10.1.7 The Student Services Manager maintains a central welfare register to record all reported student welfare cases and ensure proper follow-through.
- 10.1.8 The Student Services Manager reports on student welfare issues and trends to the Le Cordon Bleu Australia Management Team on a regular basis to ensure preventative controls are in place and risks are managed.
- 10.2 Information relating to student wellbeing and safety, including support services not provided by Le Cordon Bleu Australia or its delivery partner(s), is presented to students during orientation or in the Student Information Guide, for example:

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- international student safety while living in Australia, e.g. beach safety, sun safety and other tips including driving at night;
 - Helpline and services regarding sexual violence prevention and harmful effects of alcohol and drug abuse;
 - overseas student health cover;
 - the Fair Work Ombudsman; and
 - local police, legal and emergency services.
- 10.3 LCBA policies and procedures are accessible via the LCBA Website, which outlines student support services and facilities available at each campus. It includes:
- academic and learning support services to assist students with academic skills associated with the program they are enrolled; and
 - counselling services to provide students with professional general and personal support, counselling and referral services as necessary.

11. Summary of changes since last review

Authored by	Description
Registrar	Adopted new policy template