

STUDENT WELFARE POLICY

1. Purpose and Objectives

- 1.1 This policy provides information to students and staff about supporting student wellbeing and safety by identifying student needs, ensuring an appropriate response and managing concerns and critical incidents.
- 1.2 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 Co-delivery Partners (CDPs), with the intention of fostering students' independence, and identifying and responding to individual student needs.

2. Scope

- 2.1 All students of LCBA in all learning environments, including on-campus, online, and off-campus.
- 2.2 This policy does not cover academic or learning support, which are addressed in 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.
- 2.4 This policy is a General Policy and student welfare is monitored and managed through a large suite of policies and procedures.

3. Legislative Context

- National Code 2018
- Standards for RTOs 2025
- Higher Education Standards Framework (Threshold Standards) 2021
- The Disability Discrimination Act 1992

4. Policy Statement

- 4.1 The welfare, safety and well-being of its students is of paramount importance to LCBA.
- 4.2 LCBA is committed to creating a safe, supportive, and engaging learning environment where students feel secure and empowered to complete their study successfully. LCBA provides support by identifying individual needs early, encouraging independent learning, and promoting positive behaviors. Policy
- 4.3 LCBA, in collaboration with its CDPs, provides students enrolled in all programs, delivered on and off campus, or online, with sufficient and appropriate support to foster a safe learning environment.
- 4.4 LCBA and its CDPs continually supports student wellbeing and safety by:
 - providing timely response to student welfare issues (including issues relating to mental health, sexual assault and harassment) and effective implementation of support strategies.
 - offering timely and effective management of critical incidents including deployment of emergency response staff in emergency situations, including evacuation (refer to the *Student Critical Incident Policy*).
 - effective management of risks relating to student wellbeing and safety; and

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- provision of training and resources for staff relating to student welfare.

4.5 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.

5. Roles and Responsibilities

Roles	Responsibilities
Registrar	Oversees implementation of this policy
Program Manager/IE Manager	Monitors student progression (including attendance, progression rate and failures) Ensures timely and effective implementation of academic support
Student Services Manager	Point of contact for welfare and safety matters Provides or coordinates support Keeps student records
Campus counsellors	Provide counselling to students
Campus security	Provides assistance with personal security

6. Definitions

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

‘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’ refer to a person or person(s) employed or contracted to perform work for LCBA.

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

7. Related Documents

- Academic Progress Policy HE
- Academic Progress Policy VET
- Enrolment Policy
- Learning Support Policy HE
- Learning Support Policy VET
- LCBA Privacy Policy

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- Student Attendance Policy
- Student Code of Conduct
- Student Critical Incident Policy
- Work Integrated Learning Policy

8. Procedure

8.1 LCBA has documented procedures on student well-being and safety to support staff in detecting and handling matters relating to student welfare.

8.1.1 General and academic staff monitor student welfare via several indicators including attendance and academic progress.

8.1.2 The Student Services Manager is the designated contact point for any well-being and safety matter reported by stakeholders on or off campus.

8.1.3 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.

8.1.4 LCBA students can access a listing of support services via the school's [Student Welfare Services](#) website

8.1.5 Student Services will conduct a welfare check if

8.1.5.1 a student missed five (5) consecutive classes with unexplained absences on campus or Industry Engagement shifts, reported by delivery partner/IE Manager /and or internal attendance reports **such as placement attendance sheets/reports**.

8.1.5.2 attempts to contact a student fail as per procedure, and LCBA is concerned for the student's welfare, efforts will be made to contact the student's nominated emergency contacts or involve the police to conduct a welfare check.

8.1.5.3 a student has been involved in a critical incident, either on campus or elsewhere, student services will issue a welfare check. See *Critical Incident Policy*.

8.1.5.4 Student Services may conduct welfare check if reported by someone who knows the student expresses concerns about their welfare.

8.1.5.5 Student Services become aware of a student's circumstances that may impact on their physical or mental health, e.g. death of a family member or relationship breakdown.

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9. The Student Services Manager maintains a welfare register to record all reported student welfare cases and ensure proper follow-through with all stakeholders.
10. The Student Services Manager reports on student welfare issues and trends to the LCBA Management Team on a regular basis to ensure preventative controls are in place and risks are managed.
11. LCBA communicates student welfare and support services through direct contact, email, social media, phone, SMS, Engage student portal, and face-to-face interactions.
- 11.2. The orientation program helps familiarise students with LCBA expectations, policies and facilities. The program also introduces the social and cultural norms which overseas students need to be aware of while in Australia. It provides information to students about how to seek assistance and report an incident that may significantly impact their wellbeing, including critical incidents and provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to adjusting to study and life in Australia.

The orientation program includes but is not limited to the support services below.

- English language and study assistance programs
- Relevant legal services
- Emergency and health services/overseas health cover
- Services regarding sexual violence prevention and harmful effects of alcohol and drug abuse
- Complaints and appeals process
- Assistance with where to resource information on employments rights and conditions, how to resolve workplace issues via the Fair Work Ombudsman

The LCBA Website, outlines the comprehensive student support services and facilities available at each campus. It includes:

- [Student Welfare page](#), with information about counselling services to provide students with professional general and personal support, counselling and referral services as necessary.
- [Student Guides](#), which contain information about academic and learning support services to assist students with academic skills associated with the program they are enrolled in.

12. All records and communications relating to student wellbeing and safety matters are maintained confidentially.

- 12.1.1 Information is only shared on a need-to-know basis with appropriate staff involved in the provision of support, or as required by law (e.g. in cases involving imminent risk or legal obligations).

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13. Summary of changes since last review

Authored by	Description
Registrar	Complete review of policy, introducing more transparency across services and processes. Benchmarked against other Institutions