

## Student Wellbeing Support Policy

### Purpose

selectability Training recognises that a student's ability to engage with and complete their training is directly influenced by their overall wellbeing. Outcome Standard 2.6 of the 2025 RTO Standards requires registered training organisations to demonstrate that they identify the wellbeing needs of their student cohort and put strategies in place to address them. This includes advising students of the support services available to them, both within the RTO and through external organisations. Given the nature of our qualifications, many of which are delivered in the health, community services, and human services sectors, our students may encounter content that intersects with their own lived experience. We have an obligation to ensure that the wellbeing needs of VET students are proactively identified and appropriately supported through accessible strategies and services that promote mental, physical, and emotional health.

### Scope

This policy applies to:

- All VET students enrolled or intending to enrol at selectability Training.
- All staff involved in training delivery, assessment, support, and administration.
- Any third parties delivering services on behalf of selectability Training.
- Contractors, consultants, and volunteers interacting with VET students.

### Policy

Selectability Training recognises that student wellbeing is fundamental to successful participation and completion of training, and is committed to:

- Identifying the wellbeing needs of each VET student cohort through analysis of training product content, student demographics, and learning modes, including any factors that may affect mental, physical, or emotional health.
- Putting in place appropriate and accessible strategies to support students' personal, emotional, and psychological wellbeing, including internal and external referral pathways, mental health resources, safety guidance, and student engagement initiatives.
- Informing all students of available wellbeing support services during orientation, including internal services and external crisis contacts.
- Training trainers, assessors, and support staff to identify signs of distress and refer students to appropriate support in a timely manner.
- Fostering a safe, respectful, and inclusive learning environment that enables all students to engage fully and successfully in their training.

### Responsibilities

- **CEO:** Leads strategic oversight and commitment to student wellbeing support and oversee the response strategy for any critical incident reported.
- **RTO Manager:** Oversees wellbeing plans and external partnerships including services for care and support. Reviews training content and delivery for potential wellbeing impacts
- **Trainers and Assessors:** Monitor student engagement and refer students to Student Support team.
- **Administration Officer:** Provide individualised wellbeing support and document student interactions and is responsible for enacting this policy and ensuring all students receive prompt and appropriate support during difficult or traumatic events.
- **Governance Support:** Ensures alignment with legislative and regulatory inclusion requirements. Review wellbeing referral trends and logs systemic issues into the Continuous Improvement Register.

- **All Staff:** Contribute to a culture that supports student mental health and wellbeing.

## Operational Procedure Table: Student wellbeing support policy

Action	Responsible Staff	Supporting Document	Timing/Frequency	Compliance Mapping (Standard 2.6)
<b>Review training product for wellbeing risks</b>	RTO Manager, Trainers	Training Product Review Log, Risk Matrix	During course planning	2.6(a) – Identifies wellbeing impacts of training content
<b>Analyse student cohort demographics and challenges</b>	RTO Manager, Trainers	Cohort Profile Notes, Orientation Records	At induction and term review	2.6(a) – Considers student characteristics for tailored support
<b>Maintain and apply Wellbeing Risk and Response Matrix</b>	Student Support Officer	Risk Matrix	Ongoing	2.6(a), 2.6(e) – Applies consistent support planning
<b>Promote wellbeing support during orientation</b>	Trainers and Assessors, Student Support Officer	Orientation Presentation, Student Handbook	At course commencement	2.6(b) – Students are informed about available support
<b>Promote wellbeing strategies throughout course</b>	Administration Officer, Trainers and Assessors	Posters, LMS Announcements, Events	Each term	2.6(b), 2.6(c) – Builds awareness and normalises help-seeking
<b>Refer students to external services when needed</b>	Administration Officer, RTO Manager	Referral Register, Protocols	As required	2.6(c) – Provides access to specialist wellbeing services
<b>Train staff to recognise and refer wellbeing concerns</b>	RTO Manager, Administration Officer	Staff PD Calendar, Referral Protocols	At induction and annually	2.6(d) – Staff can identify and escalate wellbeing concerns
<b>Document and monitor support referrals</b>	Administration Officer	Wellbeing Referral Register	Ongoing	2.6(e) – Records inform continuous improvement and follow-up

### Terms And Definitions

**Support Services** - The assistance and resources an RTO makes available to help students successfully complete their training. This goes beyond the delivery of training itself and includes academic support, learning assistance, and guidance to address barriers to participation and progress.

**Reasonable Adjustments** - Modifications to the training environment, delivery methods, assessment conditions, or materials that enable a student with disability to participate on the same basis as other students. Under OS 2.4, adjustments must be reasonable, meaning they do not impose unjustifiable hardship on the RTO, and must align with the *Disability Standards for Education 2005*.

**Student Cohort** - The group of students enrolled with selectability Training at any given time, considered collectively in terms of their shared characteristics, training context, and likely wellbeing needs. This includes consideration of the types of qualifications being studied and the personal circumstances common to students in those training streams.

**Wellbeing** - A student's overall state of physical, mental, emotional, and social health as it relates to their capacity to engage with and complete their training. Wellbeing is not the absence of difficulty, but the presence of adequate support to navigate challenges that may arise during the training experience.

**Wellbeing Support Services** - Internal resources and external organisations that students can access for assistance with mental health, personal crisis, financial hardship, family or domestic matters, disability support, or any other matter affecting their capacity to study.

**Training Product Content** - The subject matter, themes, and practical elements contained within a qualification or unit of competency. For many of selectability Training's qualifications, particularly those in the community services and health sectors, training product content may include topics such as trauma, mental illness, family violence, or grief, which have the potential to affect student wellbeing.

**Referral** - The act of directing a student to an appropriate internal or external support service in response to an identified or disclosed wellbeing need. A referral may be initiated by a trainer, administration staff member, or the RTO Manager, or requested by the student themselves.

## Document Governance

### Document Properties

Document Sponsor	CFO
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Effective Date	
Category	RTO
Review Cycle	Every 3 years
Next Review Date	
Current Version	RTO.2XXX.V0.1
Implementation Plan	
Board Committee	FAR

### Related Documents and Legislation

<b>Related Documents</b>
Orientation Presentation Student Handbook Staff Handbook Wellbeing Referral Register Critical Incident Action Plan Critical Incident Report
<b>Legislation / Other instruments</b>
National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).
<b>Related RTO Policies</b>
Student Information Policy Training Support Needs and Reasonable Adjustment Policy Diversity, Inclusion and Cultural Safety Policy AQF Certification Documentation and Records Policy

## Aligning Standards

<p><b>Child Safety Principles</b></p> <ol style="list-style-type: none"> <li>1. Child safety and wellbeing is embedded in organisational leadership, governance, and culture</li> <li>2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously</li> <li>3. Families and communities are informed and involved in promoting child safety and wellbeing</li> <li>4. Equity is upheld and diverse needs respected in policy and practice</li> <li>5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice</li> <li>6. Processes to respond to complaints and concerns are child focused</li> <li>7. Employees and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training</li> <li>8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed</li> <li>9. Implementation of the national child safe principles is regularly reviewed and improved</li> <li>10. Policies and procedures document how the organisation is safe for children and young people</li> </ol>
<p><b>2025 RTO Standards</b> Outcome 2 - VET Student Support, Division 4 - Wellbeing, Standard 2.6</p>

## Document History

Version	Date	Review Notes	Officer
RTO.2001.V1.0	25/02/2026	Document Approved	CFO
RTO.2001.V0.1	20/02/2026	Draft Created	RTO Manager