www.insightacademy.edu.au
startup@insightacademy.edu.au
RTO: 41393 CRICOS: 03467G

Student Support and Wellbeing Policy and Procedures

1. Purpose

This policy affirms Insight Academy commitment to supporting the personal, emotional, cultural, and mental wellbeing of all students throughout their training journey. It ensures systems are in place for identifying wellbeing needs early, providing appropriate support, and referring students to external services where internal capacity is exceeded. The goal is to foster a safe, inclusive, and nurturing learning environment that enables all students, including overseas students, to achieve successful outcomes.

2. Scope

This policy applies to all domestic and international students at Insight Academy, across all delivery modes and locations. It also applies to all staff involved in student support, including trainers, assessors, student support officers, and administrative and management personnel.

It excludes academic, learning, or training-related support, which are addressed under the separate *Training Support and Reasonable Adjustment Policy and Procedures*.

3. Policy Statement

Insight Academy is committed to providing holistic and timely support services that safeguard the mental, emotional, cultural, social, and personal wellbeing of all students. This includes proactive engagement, early identification of welfare needs as well as access to internal and external support pathways.

Support is student-centred, confidential, culturally sensitive, and available throughout the student's enrolment. No student should face barriers to wellbeing and learning success due to financial, cultural, emotional, or personal challenges. Thus, Insight Academy provides support framework that safeguards and promotes student wellbeing which includes access to appropriate internal support services and referral pathways to qualified external professionals when needed.

Guiding Principles: The delivery of support and wellbeing services at Insight Academy is based on the following principles.

www.insightacademy.edu.au
startup@insightacademy.edu.au
RTO: 41393 CRICOS: 03467G

Holistic Support - Wellbeing services address non-academic needs such as mental health, safety, relationships, financial stress, and cultural transition.

Proactive Identification - Staff are equipped to observe signs of distress and initiate early intervention.

Student-Centred Approach - Students' dignity, privacy, and autonomy are respected at all times.

Cultural Sensitivity - Services acknowledge and respond to the diverse cultural backgrounds of students, including international cohorts.

Referral and Follow-up - Students needing specialised support are referred to appropriate services with their consent, and follow-up is conducted where possible.

Inclusivity and Safety - The RTO environment is free from discrimination, bullying, or harassment and supports the wellbeing of all students.

Collaboration and Capability - Staff are trained to identify wellbeing risks and respond appropriately or escalate concerns.

Continuous Improvement: Support services and referral networks are regularly reviewed to ensure relevance, accessibility, and effectiveness.

Types of Support and Wellbeing Services:

a. Cultural Adjustment and Social Integration
   - Orientation to Australian culture, lifestyle, and rights
   - Ongoing settlement support for international students
   - Links to multicultural organisations and peer networks
   - Religious and spiritual inclusiveness (e.g. prayer space)
   - Participation in social, cultural, and wellbeing activities

b. Accommodation and Living Support
   - Safe housing options and tenancy rights guidance
   - Emergency accommodation referral (e.g. crisis housing)
   - Orientation to living independently in Australia
   - Resources to help locate verified rental listings and agents

www.insightacademy.edu.au
startup@insightacademy.edu.au
RTO: 41393 CRICOS: 03467G

c. Disability, Equity and Inclusion

- Support for students with physical, sensory, mental health, or temporary impairments
- Liaison with external disability services
- Awareness of student rights and inclusion pathways
- Accessibility accommodations in student engagement activities

d. Personal and Emotional Wellbeing

- Confidential welfare consultations
- Stress and coping strategies
- Grief, loss, or trauma support
- Mental health awareness and external counselling referrals
- Domestic and family violence response and referral

e. Medical and Legal Referrals

- Guidance on accessing local GPs, clinics, and Medicare
- Information on mental health care plans and crisis lines
- Referrals to legal aid or tenancy support services

f. Financial Hardship and Emergency Support

- Information about budgeting, banking, and cost of living
- Support letters for hardship or community aid (if applicable)
- Access to emergency food relief or vouchers
- Referrals to financial counselling or charitable agencies

4. Procedure

The following procedures are undertaken to ensure all students at Insight Academy are able to access support and wellbeing services:

4.1 Access and Awareness

- Students receive information on support services during *Orientation* and via the *Student Handbook* and Insight Academy website.
- Posters and digital communications regularly promote contact details and procedures.

www.insightacademy.edu.au
startup@insightacademy.edu.au
RTO: 41393   CRICOS: 03467G

4.2 Identification and Support Planning

- Students may self-refer or be referred by a trainer or staff member.

- The Insight Academy support team member conducts a confidential discussion.

- A Wellbeing support needs are identified and agreed upon where ongoing support or referrals are needed and the same documented in the *Intervention Support Strategy Form*.

- Student Consent is obtained before sharing information externally.

4.3 Referral to External Services

- When specialist support is required, students are referred to qualified external providers

- Examples include GPs, mental health professionals, legal aid, crisis services etc.

- Insight Academy follows up with the student to ensure access and satisfaction.

4.4 Emergency Assistance

- In urgent cases (e.g. risk of harm, serious distress), the Student Support Officer escalates the matter per the *Critical Incident Management Policy and Procedures.*

- Emergency services (000), mental health crisis teams, emergency contact persons or authorised guardians may be involved.

4.5 Monitoring and Feedback

- All Student support plans are saved in the student files within the LMS.

- Students are followed up to evaluate support effectiveness.

- Feedback is used to improve support services and resourcing.

Standard Operating Procedure: Student Support and Wellbeing Services Provision			
Step	Procedure Description	Responsible Person(s)	Supporting Documents
1	Provide information to students about available support and wellbeing services during orientation, in the Student	Student Support Officer; Administration Staff	Orientation Presentation; Student Handbook; Insight Academy Website

	Handbook, and on the INSIGHT ACADEMY website.		
2	Promote ongoing awareness through posters, digital channels, and staff communications to ensure students know how to seek support.	Marketing Team; Student Support Officer	Posters; Email Notices; Student Portal Announcements
3	Identify students requiring wellbeing support through self-referral, staff referral, or observation. Initiate a confidential discussion to assess needs.	Trainers & Assessors (Coaches); Student Support Officer	Internal Communication
4	Develop and document a Student support and intervention plan based on the wellbeing needs identified. Obtain student consent for any external referrals.	Student Support Officer	Intervention Support Strategy Form; Referral Consent Form
5	Refer students to external support services if the issue requires specialist assistance (e.g. counselling, medical, legal). Ensure follow-up to confirm engagement.	Student Support Officer	Community Resource Directory; Referral Consent Form

www.insightacademy.edu.au
startup@insightacademy.edu.au
RTO: 41393   CRICOS: 03467G

6	Respond to emergencies by activating Critical Incident protocols, contacting emergency services if required, and notifying guardians or relevant authorities.	Student Support Officer; RTO/Operations Manager	Critical Incident Management Policy and Procedures
7	Monitor student wellbeing by maintaining contact and reviewing progress as per the Support Plan. Adjust support strategies if necessary.	Student Support Officer	Updated Support Plan; Follow-up Notes
8	Gather feedback from students on the effectiveness of support services to inform continuous improvement. Record improvements in policy and resourcing.	Compliance Consultant; RTO/Operations Manager	Feedback Forms and Surveys

5. Supporting Documents

- Student Handbook
- Pre Enrolment Review Checklist
- Orientation Presentation and Resources
- Community Resource Directory (local aid, counselling, tenancy, migration)
- Intervention Support Strategy Form
- Referral Consent Form

6. Related Policies

- Student Information Policy and Procedures

www.insightacademy.edu.au
startup@insightacademy.edu.au
RTO: 41393   CRICOS: 03467G

- Student Enrolment and Written Agreement Policy and Procedures

- VET Academic Progress and Intervention Policy and Procedures

- VET Attendance Policy and Procedures

- Academic Integrity Policy and Procedures

- Training Support and Reasonable Adjustment Policy and Procedures

- Document Management and Records Retention Policy and Procedures

- Critical Incidents Management Policy and Procedures

- Feedback, Complaints and Appeals Policy and Procedures

7. Roles and Responsibilities

CEO: Ensures resourcing, oversight, and governance of wellbeing initiatives.

RTO/Operations Manager: Manages implementation, quality assurance, and risk mitigation.

Compliance Consultant: Ensures policy compliance with legislation and quality standards

Student Support Officer: Primary contact for student welfare and referral coordination.

Trainers and Other Team Members: Identify and escalate wellbeing concerns; promote safe and inclusive spaces.

8. Legislative Background

This policy is guided by the following legislative and regulatory frameworks:

- Standards 2.6 of the Outcome Standards for NVR Registered Training Organisations 2025 under the National Vocational Education and Training Regulator Act 2011 (Cth).

- Standards 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) under the Education Services for Overseas Students Act 2000 (ESOS Act).

9. Monitoring and Improvement

This policy is reviewed annually or earlier in response to changes in regulatory requirements or audit outcomes. Review activities including, audit findings, and student, staff as well as industry feedback.