

WELLBEING AND SUPPORT SERVICES POLICY

QUALITY AREA 2 – VET STUDENT
SUPPORT

WELLBEING AND SUPPORT SERVICES POLICY

PURPOSE	2
SCOPE	2
POLICY STATEMENT	2
POLICY IMPLEMENTATION	5
ACCOUNTABILITY	6
MONITORING	6
REGULATORY FRAMEWORK	6
RELATED DOCUMENTS	7
DEFINITIONS	7

PURPOSE

This policy outlines Upskill U Pty Ltd's commitment to ensuring that all students have access to timely, inclusive, and appropriate support services, including crisis and mental health resources, in alignment with Quality Area 2 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards). It establishes processes for accessing support services and outlines a communication plan to promote wellbeing and service awareness.

SCOPE

Upskill U Pty Ltd recognises that student wellbeing directly impacts learning outcomes. We are committed to providing supportive and inclusive services to all students, including those facing personal, emotional, or mental health challenges. Support services are communicated clearly, accessed confidentially, and delivered with respect and care.

POLICY STATEMENT

Upskill U Pty Ltd recognises that student wellbeing directly impacts learning outcomes. We are committed to providing supportive and inclusive services to all students, including those facing personal, emotional, or mental health challenges. Support services are communicated clearly, accessed confidentially, and delivered with respect and care.

- **Accessibility:** All support services are available to every student regardless of age, background, gender, ability, or location.
 - **Confidentiality:** Student information shared during support access is kept private and disclosed only with consent or in circumstances where there is a duty of care.
 - **Inclusivity:** Services are designed to accommodate diverse needs and encourage participation by students from all walks of life.
-

- **Proactivity:** Upskill U Pty Ltd identifies emerging support needs early and responds with timely, effective interventions.
 - **Partnership:** Students, trainers, and support officers collaborate to ensure support is personalised and effective.
 - **Compliance:** All services align with current legislation and the Outcome Standards.
-

ACCESSING SUPPORT SERVICES

- At enrolment and orientation, students receive information about available support services.
- Students can self-refer to support services via:
 - The Business Manager
 - Email or phone contact published on the Upskill U Pty Ltd website and the Student Handbook
- Support needs may also be identified by trainers or staff and referred (with consent) to the appropriate personnel.

INTERNAL SUPPORT SERVICES

Upskill U Pty Ltd provides the following internal support services:

- **Enrolment Support:** Assistance with the enrolment process, including understanding course requirements and accessing relevant forms.
- **Pre-Training Reviews:** Language, Literacy, Numeracy and Digital Literacy and suitability of course selection are determined during the Pre-training review process
- **Academic Support:** Help with course content, study planning, time management, and access to additional learning materials.
- **Assessment Support:** Guidance on understanding assessment criteria, preparing for assessments, and applying for reasonable adjustments.
- **Wellbeing Support:** Access to the Business Manager for personal issues affecting wellbeing or study, including referrals to external professionals.
- **Access to Staff:** Students are provided with clear contact details for trainers, assessors, and support staff through the UpskillU Personnel Availability and Response Policy. Regular availability and drop-in times are communicated.
- **Individual Support Plans:** Created and maintained for students requiring ongoing support, monitored and reviewed by the Business Manager.

CRISIS AND MENTAL HEALTH SUPPORT

The following crisis services are available to all students:

REFERRAL SERVICE AVAILABLE
<p>Lifeline Phone: 13 11 14 www.lifeline.org.au Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.</p>
<p>Beyond Blue 1300 224 636 Beyond Blue is one of Australia's leading mental health organisations, dedicated to supporting people affected by anxiety, depression, and suicide.</p>
<p>Kids Helpline Phone: 1800 551 800 If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies, personal relationships, Kids Helpline offers free 24-hour, 7-day telephone counselling support (anonymous if you prefer).</p>
<p>Drug Info Phone: 1300 85 85 84 Drug Info is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms. www.druginfo.adf.org.au/contact-numbers/help-and-support</p>

LITERACY AND LEARNING SUPPORT

REFERRAL SERVICE AVAILABLE
<p>Reading and Writing Hotline Phone: 1300 655 506 www.readingwritinghotline.edu.au</p>

SUPPORT SERVICES ACCESS PROCEDURE

1. The student is informed of available support services during orientation.
2. Student self-refers or is referred by a staff member.
3. Business Manager assesses the need and refers or provides appropriate support.
4. Records are kept confidentially (with consent) and reviewed where ongoing support is required.
5. Progress is monitored, and adjustments are made as necessary.

WELLBEING SERVICES COMMUNICATION PLAN

- Key contacts and service access points are published in:
 - Student Handbook
 - Website
 - Course Information Guides
 - Enrolment Pack
 - During enrolment, support services are introduced through either of the following:
 - Induction and orientation information
 - Introduction with the Business Manager
 - Printed and digital wellbeing resources
 - Trainers and assessors receive training to:
 - Recognise signs of distress
 - Refer students appropriately
 - Regular student surveys collect feedback on support service effectiveness and awareness.
-

FEEDBACK, COMPLAINTS, AND APPEALS

Upskill U Pty Ltd values your feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding this Wellbeing Support Services Policy.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on wellbeing and support service requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of Upskill U Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILITIES
Management Team	<ul style="list-style-type: none">• Ensure services align with Quality Area 2 standards and are adequately resourced.• Oversight of assessment policy compliance, ensuring resources and staff capabilities align with legislative requirements.
Trainers and Assessors	<ul style="list-style-type: none">• Identify potential support needs; refer students to support services.
Business Manager	<ul style="list-style-type: none">• Coordinate all student wellbeing and support services; maintain referral records.
Students	<ul style="list-style-type: none">• Engage with support services as needed and provide feedback to improve access and delivery.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION	
Accountable Officer	Sarah Nicholson
Date Effective	10/07/2025
Review Date	10/07/2030
Version Number	1

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, upholds quality training and assessment practices, and meets our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- [Age Discrimination Act 2004](#)

- [Australian Human Rights Commission Act 1986](#)
 - [Competition and Consumer Act 2010](#)
 - [Disability Discrimination Act 1992](#)
 - [Disability Standards for Education 2005](#)
 - [Education and Training Reform Act 2006](#)
 - [National Principles for Child Safe Organisations 2019](#)
 - [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
 - [Privacy Act 1988](#)
 - [Racial Discrimination Act 1975](#)
 - [Racial Hatred Act 1995](#)
 - [Sex Discrimination Act 1984](#)
-

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, Upskill U Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Chief Executive Officer for consideration as part of our continuous improvement practices.