



Department	Vocational Education & Training		Author(s)	RTO Manager RTO Student Support and Careers Manager
Quality Controlled Document No. & Title	ESOS 6.0	Student Welfare & Guidance Policy	Approved	RTO CEO
Version	2.3		Authorised	RTO Academic Board
SRTOs 2015	Standard 6		Distribution	Internal RTO Staff RTO Students
				External Prospective Clients

1.0 Policy Overview

Members of the Marriott Academy community will be afforded a positive learning environment which is conducive to learning and, at the same time, encouraging positive interaction between student, staff and each other. The RTO provides a range of support services at no cost to students. These include support provided by the Student Support and Careers Manager (SSCM), RTO Manager, Marriott Academy CEO and RTO Trainers. However, where a student requires specialist support, not within the capacity of Marriott Academy to provide, then these services are available on a fee for service basis. It should be noted that some services may be provided under a health funding scheme such as Medicate, Private Health Insurance or Overseas Student Health Cover.

Where student are identified as being at risk of not completing course requirements, or are experiencing other challenges which affects their ability to learn or participate as a member of Marriott Academy Community, then Marriott Academy Student Support and Careers Manager (SSCM) must be notified. The SSCM will complete a STAR Report, which will include consultation with other RTO personnel. The STAR Report will be submitted to Marriott Academy CEO who, in consultation with the student and RTO staff shall determine the best course of action to support the student. In cases where 'challenges' being experienced by the student may not be able to be resolved in the immediate future, then a *STAR Individual Learning Support Plan* shall be developed and implemented. Where Marriott Academy is not equipped, or qualified, to provide support required by any of its students, then a referral, with the consent of the student, may be made to an outside agency.

2.0 Context

The following summary forms the context for the development and implementation of policies governing the pastoral care and the management of students.

2.1 Marriott Academy is committed to respecting the dignity of each individual, to promoting the development of self-esteem and to foster an appreciation of the dignity and value of others. It is therefore the basis on which the pastoral care and student management policies are developed.

2.2 The underlying aims of the pastoral care and student management policies are to develop a sense of responsibility for self, to create a harmonious



environment in which all are able to study and learn, to work co-operatively, to relate to others with respect and acceptance of differences, to strive for and achieve their goals as students.

3.0 Expectations

- 3.1 No-one is to prevent or hinder others from learning and enjoying their time at Marriott Academy.
- 3.2 As staff have the responsibility for safety and the direction of the learning at Marriott Academy, students are expected to carry out all lawful directives given by staff.
- 3.3 Care is to be taken of Marriott Academy environment and of each other's property.
- 3.4 Members of Marriott Academy community are to be present for, and punctual to, all classes, and RTO activities for which they are scheduled.
- 3.5 Students are not to involve themselves in violence, harassment or intimidation of fellow students, staff or any members of the general community whilst enrolled at Marriott Academy.
- 3.6 Drinking alcohol or use of illicit drugs, on the way to and from Marriott Academy, or whilst engaged in activities related to enrolment or employment at Marriott Academy is not permitted. Any illegal activity shall be reported to the police.
- 3.7 Students are to adhere a neat casual dress code while at while engaged in activities related to their enrolment at Marriott Academy, unless directed otherwise
- 3.8 Dangerous or expensive items are not to be brought on to Marriott Academy property.

4.0 Possible consequences of breaching student conduct policies

- 4.1 Consultation with teacher/trainer, SSCM, RTO Manager and student
- 4.2 Counselling and support
- 4.3 Suspension
- 4.4 Termination of enrolment
- 4.5 Criminal actions will be referred to the appropriate authorities.

5.0 Anti-Smoking Policy

- 5.1 Marriott Academy is a smoke free environment. Student consequences will be:
 - 1st Offence: Warning
 - 2nd Offence: Make an appointment with RTO Manager to discuss the future of the Students enrolment.
 - 3rd and subsequent offences: Suspension



5.2 Students who habitually breach this policy may have their enrolment terminated by order of RTO management.

6.0 Student Support Services

Student Support Services is the name given to programs which support Students educational programs, Student's wellbeing and careers or work planning.

Educational and support services may include, but are not limited to:

- a. pre-enrolment materials;
- b. study support and study skills programs;
- c. language, literacy and numeracy (LLN) programs or referrals to these programs;
- d. equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e. learning resource centres;
- f. mediation services or referrals to these services;
- g. flexible scheduling and delivery of training and assessment;
- h. counselling services or referrals to these services;
- i. information and communications technology (ICT) support;
- j. learning materials in alternative formats, for example, in large print;
- k. learning and assessment programs contextualised to the workplace; and
- l. any other services that RTO considers necessary to support learners to achieve competency.

What are some programs Marriott Academy may offer?

- Careers Advice and Careers Counselling.
- Work experience / Work Placement. Many Students decide to join this program for additional experience or to add to their resume.
- Student Counselling. The SSCM may counsel and assist Students in their personal welfare as issues arise.
- Individual Learning programs, which take into account individual differences and related learning issues.
- ESL Program. Students who are recent arrivals may make use of this program.
- SSCM, to support a learning environment where bullying and harassment are not tolerated, to listen to student or staff issues and taking steps to resolve any concerns.

The support provided by the SSCM will not extend beyond providing initial and general advice. Areas where specialist support may be required will be on referred to appropriate external agencies. Students shall be informed that referrals to external support agencies will not incur a fee from Marriott Academy. Where Marriott Academy is not equipped or qualified to provide support required by any of its students, then a referral, with the consent of the student, may be made to an outside agency. Marriott Academy acknowledges that support also includes care for student general and mental health and wellbeing. Whilst Marriott Academy shall employ a suitably qualified and experienced practitioner to assume the role of





Student Support and Careers Manager (SSCM), Marriott Academy shall also work in consultation with New View Psychology - <https://newviewpsychology.com.au/> and provide students with referrals to their Student Assistance Program (SAP) - <https://newviewpsychology.com.au/student-assistance-program/>. The Student Assistance Program (SAP) is an intervention program designed to increase the mental health and well-being of students while creating a happier and more productive environment. The program provides confidential and effective solution-focused counselling to students. The SAP program aims at reducing student absenteeism due to stress and lack of motivation, poor exam performance and other mental health issues. New View Psychology offer short term supportive confidential counselling to all students usually for an agreed number of sessions. They are an independent, third-party institution, therefore students can rest assured all information remains strictly confidential.

7.0 Contacting Student Support Services

Students can consult directly with the Marriott Academy SSCM, RTO Manager or ask their trainer.

8.0 Further Resources – External Support Agencies

- Relationships: "When love hurts" www.dvirc.org.au/whenlove
- Legal aid: <https://www.legalaid.vic.gov.au/>
- Beyond Blue <https://www.beyondblue.org.au/>
- Domestic violence and Incest www.burstingthebubble.com
- Anxiety: Adavic Anxiety Disorders Association www.adavic.org
- Overweight Teenagers: choosehealth@rmit.edu.au
- Same Sex Attraction: www.also.org.au/alsorts
- Drug and Alcohol Youth Outreach Team 9689 5533



Student Orientation Program

- 1.0 All students must attend an orientation session prior to commencing their studies at Marriott Academy. Orientation sessions shall be scheduled to ensure that all students are able to attend. Where a student is not able to attend an orientation session, Marriott Academy shall make arrangements for the student to meet with RTO's SSCM, who will conduct the orientation session. The session shall be conducted by Marriott Academy RTO Manager and the SSCM.
- 1.1 All students shall be required to sign an attendance roll at the orientation session, as well as a declaration that they have understood the information provided at the session. A copy of the signed documents shall be retained in the student's administrative file.

The Orientation Session

- 2.0 The following information shall be provided at the orientation session. Where appropriate, information will also be provided as printed materials.
- 2.1 RTO Contacts
- 2.1.1 Important RTO contacts are listed on Marriott Academy's website and in Marriott Academy's Student Handbook.
- 2.1.2 Students should call 000 where an emergency involves immediate or pending danger.
- 2.1.3 Marriott Academy's Emergency Contact Number: 03 9650 5679/ 0404070293
- 2.1.4 RTO Document: RTO Student Handbook
- 2.2 VET Quality Framework and ESOS Framework (for overseas students)
- 2.2.1 All students must familiarise themselves with the VET Quality Framework, and for overseas students the ESOS Framework, and should be aware of key websites relevant to studying and living in Australia. The following are key websites (accessed 07 June 2021):
- <https://www.asqa.gov.au/about/asqa/key-legislation/vet-quality-framework>
 - <https://www.dese.gov.au/esos-framework>
 - <https://www.dese.gov.au/international-education/support-international-students>
 - <https://www.studyinaustralia.gov.au/>
- 2.3 Student Support and Careers Manager (SSCM)
- 2.3.1 The RTO SSCM is available from 9:00am – 5:00pm Monday to Friday, and 24 hours in case of emergencies. Students are encouraged to make an appointment should they wish to meet with the SSCM. The SSCM may assist with:
- General student welfare, such as personal issues, home sickness, accommodation, issues with RTO services



- Meeting academic and attendance requirements, and accessing support such as supplementary classes
 - Accessing support outside Marriott Academy, such as attendance to medical and health issues, employment, visa issues, travel
- 2.3.2 Where Marriott Academy is not able to provide required support, then the SSCM shall refer the student to external support services. For example, where student issues are legal in nature or require services of a specialist.
- 2.4 Attendance and Satisfactory Progress
- 2.4.1 RTO shall designate a student as being a 'Student at Risk' (STAR) where that student does not meet course attendance and/or satisfactory progress requirements or is experiencing other challenges affecting their learning and/or wellbeing.
- 2.4.2 The minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.
Trainers shall be provided with, and maintain, an Attendance Register. A student shall also be deemed not to have met course attendance requirements where the student is absent for more than five consecutive days without approval.
- 2.4.3 A student not meeting course progress requirements is where a student, after having been provided with support* fails to satisfactorily complete course assessment(s) within the time specified.
- 2.4.4 In the first instance, the SSCM shall make contact with a STAR to determine the circumstances under which the student has been designated as being at risk. The SSCM shall complete a STAR Report and submit a copy to the Marriott Academy CEO. Where it is appropriate to do so, the SSCM shall make arrangements for the student to be provided with suitable support.
- 2.4.5 If the SSCM, in consultation with a student's trainer(s) and RTO Manager, determine that after the STAR has been offered support, whether or not the student accepts that support, the student still does not meet course attendance and/or satisfactory progress requirements, then the student shall be informed in writing, and may be reported for unsatisfactory attendance and/or progress.
- 2.4.6 Students may submit an appeal of any decision made by Marriott Academy in accordance with Marriott Academy's Complaints and Appeals policy and procedure.

** Additional training, supplementary classes, or other suitable and appropriate support that allows the student fair opportunity to satisfactorily the course assessment(s).*



2.5 Change of Student Details

2.5.1 All students must, as soon as practicable, advise Marriott Academy of any changes to the personal details they provided at the time of enrolment. In particular, advising Marriott Academy of any changes to the following information is critical:

- Contact details such as telephone/mobile, email address and address, in Australia or in their home country
- Emergency contact details
- Visa requirements for overseas students
- issues that may affect the student's ability to complete the course requirements, such as learning challenges, disabilities

2.5.2 Marriott Academy must be notified in writing of all changes, using the Student Change of Details Form.

2.6 Facilities and resources

2.6.1 Students will find information regarding Marriott Academy's facilities and resources in the Student Handbook. Marriott Academy Trainers shall provide specific information regarding course facilities and resources during the first scheduled training session, and where appropriate during course delivery and assessment.

2.7 Safety Information

2.7.1 Student safety is of paramount importance and Marriott Academy is committed to providing a safe and welcoming environment for all students. In the first instance, where students are from overseas, they should review information provided online (accessed 26 July 2022):

- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

2.7.2 For overseas students, Marriott Academy's Student Support and Careers Manager (SSCM) shall provide guidance with regards to cultural differences that may exist between students' home countries and Australia, relevant to living and studying in Australia.

2.8 Student's rights and responsibilities

2.8.1 Marriott Academy students shall have rights and responsibilities with regards to maintaining an environment conducive to learning, where collaboration and mutual respect are valued by all.

2.8.2 A positive learning environment is one of the most critical components of a skills-based education classroom. A positive learning environment is created when students and staff value participatory teaching and learning and when there is trust and rapport among students and between staff and students. To establish trust that leads to true participation and engagement in learning, Marriott Academy shall establish a learning environment in which all students feel





valued, safe, and supported. (Reference: Human Kinetics, <https://us.humankinetics.com/>)

2.9 Reporting Critical Incidents

Marriott Academy takes seriously its responsibilities of managing critical incidents that could affect an overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

- 2.9.1 Where a student becomes aware of, or is involved in, a critical incident*, then the student must:
- call 000 for immediate assistance where there is an imminent threat or an incident has transpired where their health and wellbeing, or that of another person, has been affected
 - call Marriott Academy's emergency contact number and report the incident
 - contact Marriott Academy SSCM.
- 2.9.2 Marriott Academy shall report all incidents, to the relevant authorities, where it is required to by law. In other circumstances, Marriott Academy shall report incidents only after express permission has been provided by the affected student(s) to do so. Gaining consent is mandatory in all cases except where student does not have the capacity to consent, or where the student is missing.
- 2.9.3 The RTO CEO and RTO Manager shall be informed as soon as it is practicable of all 'critical incidents'.
- 2.9.4 The RTO CEO, in consultation with the RTO Manager and the SSCM, shall consider the details and severity of an incident and determine what action needs to be taken. Where an incident is not severe and can be resolved internally, then the suitable and required action shall be taken, with providing support for the affected student(s) and/or staff member(s) being the most important consideration. If in the event that the incident is considered severe, and Marriott Academy does not have the capacity or resources to respond appropriately, then the Marriott Academy CEO, or their delegate, shall contact and alert the relevant external agencies and/or authorities.
- 2.9.5 Marriott Academy shall maintain a record of all critical incidents, including action taken and related outcomes, for at least two (2) years after the student ceases to be an accepted student.
- 2.9.6 Where appropriate, a review 'critical incidents' shall be added to the agenda of the next RTO Management Team meeting.

** A 'critical incident' is any event that significantly impacts on a student's wellbeing, and/or the wellbeing of others, whether the impact be real or perceived. The incident may impact on a person's physical or mental wellbeing, cause emotional distress or affect a student's ability to meet their responsibilities as an RTO student. 'Critical incidents may include:*



- *missing student (See 'Missing Student' above);*
- *any fatality or serious injury requiring emergency medical attention, or any threat of these;*
- *a serious traffic collision resulting in serious injury or death;*
- *physical / sexual assault or domestic violence, where this has caused fatality or severe psychological or physical trauma;*
- *severe verbal or psychological aggression;*
- *fire resulting in death, significant injury or significant property loss;*
- *a hold up or attempted robbery resulting in death, significant physical or psychological injury, or significant property loss;*
- *serious threats of violence;*
- *storms or natural disasters;*
- *serious physical or psychological illness;*
- *drug or alcohol abuse resulting in hospitalization or death;*
- *being charged in relation to a criminal offence.*

2.10 Student Feedback

2.10.1 A positive learning environment encourages students to be open and honest about their learning experience, and factors that affect their ability to complete their course. Marriott Academy encourages students to provide honest and frank feedback, not necessarily limited to training services, but including all services offered by Marriott Academy. Students may provide feedback anonymously should they wish to do so.

2.11 Students may request to transfer to another provider. All applications must be made in writing using RTO's Request to Transfer Application Form. However, before any request will be considered, the student must discuss their intended transfer with Marriott Academy's Student Support and Careers Manager (SSCM). Where there are extenuating or compelling reasons for a student to transfer to another provide, Marriott Academy's RTO Manager may accept to assess the student's application without the student first meeting with RTO's SSCM. Students may appeal all decisions by accessing Marriott Academy's Complaints and Appeals Policy and Procedure.

2.12 Complaints and Appeals

2.12.1 Students shall have access to a fair and transparent complaints and appeals process, which shall include external mediation if required.

3.0 Student Support Services

3.1 The Student Support and Careers Manager (SSCM) is the first point of contact for students requiring support that their trainers and/or RTO Manager are not able to provide. Areas where the SSCM may provide initial advice and support include, but are not limited to:

- Careers Advice and Careers Counselling.





- Work experience/Work Placement. Many Students decide to join this program for additional experience or to add to their resume.
- Student Counselling. Counsellors assist Students in their personal Welfare as issues arise.
- Individual Learning programs, which take into account individual differences and their related learning issues.
- ESL Program. Students who are recent arrivals may make use of this program.
- SSCM, to support a bullying and harassment learning environment, to listen to student or staff issues and taking steps to resolve any concerns.
- accommodation & housing advice
- study and meeting course requirements
- childcare
- counselling, mental health
- disability support
- financial advice
- health advice
- legal issues
- welfare services.

The support provided by the SSCM will not extend beyond providing initial and general advice. Areas where specialist support may be required will be on referred to appropriate external agencies.

3.2 Where Marriott Academy is unqualified or unable to provide required student support services, then students may be referred to specialist external support agencies, such as:

- Relationships: "When love hurts" www.dvirc.org.au/whenlove
- Legal aid: <https://www.legalaid.vic.gov.au/>
- Beyond Blue <https://www.beyondblue.org.au/>
- Domestic violence and Incest www.burstingthebubble.com
- Anxiety: Adavic Anxiety Disorders Association www.adavic.org
- Overweight Teenagers: choosehealth@rmit.edu.au
- Same Sex Attraction: www.also.org.au/alsorts
- Drug and Alcohol Youth Outreach Team 9689 5533

4.0 Referral Process and Services

PRE-REFERRAL PROCESS

RTO Student Support and Careers Manager (SSCM)

- check student records for previous referrals related to the student
- review previous recommendations or RTO-based actions, if applicable
- create a 'RTO STAR Report' in consultation with Trainer(s) and/or any other RTO personnel involved, and provide a copy to the Marriott Academy CEO





RTO Student Support and Careers Manager and RTO Manager

- discuss STAR Report, reviewing issues, concerns and support to date
- identify strategies to provide immediate support to the student, if required
- identify whether referral is appropriate and the types of service required
- complete relevant sections of the STAR Report
- implement support strategies, if appropriate, and monitor student

Referrals

- SSCM to complete a Student Referral Consent Form (see SSS handbook for examples of use of the form)
- submit referral consent to the Marriott Academy CEO for approval
- SSCM to arrange a team meeting with the RTO Manager, the student's trainer(s)
- establish the aims for the service delivery and support to the student
- prepare a plan for regular review of service(s) with all stakeholders
- SSCM will notify Marriott Academy CEO when they decide when aims are met and communicate with all stakeholders that service is concluding

All records are to be noted as Strictly Confidential.