

## WELLBEING POLICY

### RELEVANT STANDARD(S):

*National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standard 2.6*

### PURPOSE

ERDI Academy recognises that student wellbeing is essential to successful participation in vocational education and training. This policy ensures that ERDI Academy provides appropriate wellbeing support services and clear pathways for students to access help when facing personal, emotional, mental health, or wellbeing-related challenges.

The purpose of this policy is to:

- Establish processes for identifying and responding to student wellbeing needs.
- Ensure that students are informed of available wellbeing support services.
- Provide students with guidance on internal and external support options.
- Ensure that all responses are compliant with the Standards for RTOs and protect the safety, dignity, and learning experience of students.

### POLICY PRINCIPLES

ERDI Academy is committed to:

- Providing timely and confidential wellbeing support to students.
- Offering clear referral pathways to external professional services where necessary.
- Ensuring that wellbeing needs are monitored throughout the training journey.
- Maintaining a safe, inclusive, and culturally appropriate learning environment.
- Documenting wellbeing support provided to students in line with records management and privacy requirements.

### ***Wellbeing Support Services***

Wellbeing services may include, but are not limited to:

1. Confidential counselling referrals.
2. Access to mental health support services.
3. Stress management and resilience resources.
4. Guidance on financial or housing support services.
5. Mediation services for conflict resolution.
6. Culturally safe support for Aboriginal and Torres Strait Islander students, CALD students, and students from diverse backgrounds.

7. Information about student rights, complaint pathways, and zero-tolerance policies for harassment or discrimination.

### ***Assessment of Wellbeing Needs***

1. Students are encouraged to disclose any wellbeing needs during pre-enrolment or at any time during their training.
2. Trainers, assessors, and Student Services staff will actively monitor student attendance, engagement, and progress to identify potential wellbeing concerns.
3. Where wellbeing concerns are identified, ERDI Academy will:
  - a. Contact the student to discuss their needs in a respectful and confidential manner.
  - b. Record the concern and agreed strategies in the student's training records.
  - c. Provide information on available internal and external support services.

### ***Training Product-Specific Wellbeing Needs***

ERDI Academy recognises that different training products present unique challenges that may impact student wellbeing. In addition to general wellbeing services, ERDI Academy has mapped identified wellbeing risks and corresponding support strategies for each training product offered. This ensures proactive and targeted interventions to promote student success.

The full Training Product – Support Need & Strategies Matrix is provided in Annex B of this policy. Trainers, assessors, and Student Services staff are required to familiarise themselves with this matrix and apply the relevant support strategies when delivering training and assessment.

### ***Responding to Requests and Limitations***

1. ERDI Academy will provide reasonable wellbeing support within its capacity.
2. If a requested wellbeing service or adjustment cannot be provided, the student will be promptly informed in writing. The notification will:
  - a. Explain why the request cannot be accommodated.
  - b. Provide information about alternative support options.
  - c. Offer referral to external wellbeing or community services as appropriate.
3. All decisions and alternative arrangements will be documented in the student's file.

### ***Access to Wellbeing Support***

Students may access wellbeing support by:

1. Contacting Student Services directly.
2. Speaking with their trainer or assessor.
3. Lodging a confidential wellbeing support request via the student portal or email.

Student Services will respond within 2 business days and either:

- Provide information about available internal support services; or
- Facilitate referral to external professional services.

ERDI Academy provides tailored wellbeing support depending on whether the student is an internal ERDI employee or a non-employee student:

Internal employees enrolled in ERDI Academy – Access to the TELUS Health Employee Assistance Program (EAP), which provides:

- 24/7 confidential counselling and professional support for employees and their immediate families
- Up to 6 counselling sessions per issue, per year
- Referrals to legal and financial services, childcare and elder carer, and community agencies
- Self-guided tools such as articles, podcasts and wellbeing resources
- Managerial hotline for supervisors managing distressed staff or mental health concerns
- Access via phone at 1300 361 008, login.lifeworks.com or TELUS Health One app.

Non-employees enrolled in ERDI Academy – Access to Australian Counselling Service (ACS), which provides:

- Free counselling services (during promotional periods)
- Individual or couples therapy and wellbeing workshops by supervised student counsellors
- Online sessions via Zoom, 7 days a week, flexible scheduling
- Booking via [qqq.acscounselling.com.au](http://qqq.acscounselling.com.au)

## **RECORDS MANAGEMENT**

All wellbeing disclosures, support strategies, and referrals will be documented in the student's record. Records will be maintained securely and confidentially in accordance with privacy legislation.

## **MONITORING AND IMPROVEMENT**

1. The Training Manager will oversee implementation of this policy and ensure staff are trained to identify and respond to wellbeing needs.
2. Wellbeing support services will be reviewed annually through student feedback, staff input, and continuous improvement processes.
3. Students can provide feedback on wellbeing services or lodge a complaint under the Complaints and Appeals Policy.

### Annex A: Key Wellbeing Support Services

Students with wellbeing needs may be referred to the following services for support:

1. TELUS Health (EAP) – 1300 361 008 | [www.login.lifeworks.com](http://www.login.lifeworks.com) | TELUS Health one app
2. Lifeline Australia – 13 11 14 | <https://www.lifeline.org.au>
3. Beyond Blue – 1300 224 636 | <https://www.beyondblue.org.au>
4. Headspace (Youth Mental Health Services) – 1800 650 890 | <https://headspace.org.au>
5. MensLine Australia – 1300 789 978 | <https://mensline.org.au>
6. Kids Helpline – 1800 551 800 | <https://kidshelpline.com.au>
7. Financial Counselling Australia – 1800 007 007 | <https://ndh.org.au>

### Annex B: Training Product – Support Needs & Strategies Matrix

Training Product	Identified Wellbeing Need	Justification	Support Strategies
SIT50422 Diploma of Hospitality Management	Workplace stress and anxiety from high-pressure environments	Students are preparing for supervisory roles in a fast-paced, high-demand sector with long shifts, customer complaints, and tight deadlines, often requiring emotional resilience.	Offer or refer students to wellbeing workshops on stress management
	Fatigue and work-study-life imbalance	Many students work part-time in hospitality while studying, leading to burnout risks.	Encourage use of learning planners; ensure flexibility with class times or assessments; promote self-care resources.
	Language and cultural integration support	Students from diverse backgrounds may experience difficulty communicating with customers or colleagues in a multicultural workplace.	Offer language support workshops; create peer buddy programs; provide trainers with cultural competency training.
Food Safety Supervisor Training (Short Course)	Compliance-related stress, confidence in leadership	The course certifies students to take legal responsibility for food safety; some may feel pressure around understanding compliance obligations.	Provide access to trainer-led Q&A sessions; offer simplified compliance guides; ensure open communication channels.
	Limited peer engagement (online/self-paced delivery)	Short course learners may lack access to peers or trainers to clarify concerns, requiring self-	Enable optional group forums or chat channels; provide regular email check-ins from trainers;

		direction and self-motivation.	include contact info for support staff.
<b>Food Handlers Training (Short Course)</b>	Low confidence with food safety protocols	Learners may feel overwhelmed by the volume of compliance knowledge if they are new to food safety or have low literacy levels.	Provide plain English materials; use videos and visuals; offer optional verbal assessment support.
	Time stress or performance pressure	Students may be completing training quickly for employment needs, leading to heightened anxiety around assessments.	Allow flexible completion windows; use formative assessments; communicate clear timelines and expectations.
<b>RSA (Responsible Service of Alcohol)</b>	Value conflict or emotional discomfort	Students may encounter ethical concerns when learning to deal with intoxicated or aggressive patrons.	Include real-world scenario training; offer debrief sessions; include info on managing difficult situations.
	Confidence in legal responsibilities	Students must understand and apply laws around alcohol service; errors can lead to serious consequences, which may heighten anxiety, especially for learners with limited English or no prior experience.	Provide clear, plain-English legal summaries; access to trainer helpline; reinforce learning via quizzes and knowledge checks.

## VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
4/09/2025	Document creation	Erdi Academy	v. 1.0	4/09/2025	3/09/2026

## RTO INFORMATION

Document Name	Wellbeing Policy
RTO/Company Name	ERDI Academy
ABN	97 743 987 124
RTO Code	#46102
Phone	03 9663 4711
Email	info@erdiacademy.com.au
Manager	Training Manager
Website	erdiacademy.com.au
Address	265-281 Little Bourke St, Melbourne, VIC, 3004