



## **Learner Support and Wellbeing Policy & Procedure**

### **Policy Statement**

Nature Care College is committed to providing a safe, inclusive, respectful, and supportive learning environment that promotes learner wellbeing, participation, achievement, and personal development. We recognise that adult learners may experience a range of personal, social, financial, health, employment, and educational challenges that can affect their learning experience.

This policy establishes the framework for identifying, responding to, and supporting learner wellbeing needs while maintaining appropriate professional boundaries and respecting privacy and confidentiality.

### **Policy Purpose:**

The purpose of this policy is to:

- Promote learner wellbeing and success.
- Provide equitable access to support services and reasonable adjustments
- Identify and respond to barriers affecting participation and learning.
- Foster a safe and inclusive learning environment.
- Ensure learners are treated with dignity, fairness, and respect.
- Establish clear procedures for responding to wellbeing concerns and critical incidents

### **Policy Scope**

This policy applies to:

- All enrolled learners
- Trainers, facilitators, assessors, contractors, and staff

All learning environments operated by Nature Care College, including:

- Online learning
- Face to Face Clinical Practice Training
- Community-based programs

### **Policy Content:**

Nature Care College will:

#### **Accessibility**

Provide reasonable support to enable learners to participate in learning activities.



## **Inclusion**

Promote diversity, equity, cultural safety, and inclusion regardless of age, gender, disability, race, religion, sexual orientation, socioeconomic status, or cultural background.

## **Early Intervention**

Identify and respond to wellbeing concerns as early as possible.

## **Learner-Centred Approach**

Work collaboratively with learners to determine appropriate support options.

## **Confidentiality**

Handle personal information in accordance with privacy legislation.

## **Duty of Care**

Take reasonable steps to protect learners from foreseeable harm

**Support Available** - Nature Care College may provide or facilitate access to:

## **Academic Support**

- Study skills assistance
- Literacy and numeracy support
- Digital literacy support
- Learning resources

## **Wellbeing Support**

- Welfare referrals
- Community support services
- Mental health support referrals
- Disability support services

## **Learning Adjustments**

Reasonable adjustments may include:

- Extended assessment timeframes
- Alternative assessment methods
- Accessible learning materials
- Flexible attendance arrangements
- Assistance with technology

Adjustments will not compromise learning outcomes or program integrity



## **Roles and Responsibilities**

### **Management**

Management is responsible for:

- Implementing this policy.
- Providing resources for learner support.
- Ensuring staff receive appropriate guidance and training

### **Staff**

Staff are responsible for:

- Treating learners respectfully.
- Identifying learners who may require support.
- Making appropriate referrals.
- Maintaining confidentiality.
- Reporting wellbeing concerns in accordance with procedures.

### **Learners**

Learners are encouraged to:

- Seek support when required.
- Participate respectfully in learning activities
- Provide relevant information where support is requested
- Follow policies and codes of conduct

## **Learner Support and Wellbeing Procedure**

### **Step 1 – Identification of Support Needs**

Support needs may be identified through:

- Enrolment information
- Learner disclosure
- Trainer observations
- Attendance concerns
- Academic performance concerns
- Behavioural changes
- Critical incidents



Indicators may include:

- Frequent absences
- Withdrawal from activities
- Emotional distress
- Difficulty meeting requirements
- Sudden changes in behaviour
- Signs of personal hardship

## **Step 2 – Initial Discussion**

Where concerns are identified:

1. A staff member will arrange a confidential discussion with the learner
2. The learner will be provided an opportunity to explain their circumstances.
3. Staff will identify whether support can be provided internally or requires referral.

Nature Care College staff and trainers must:

- Listen respectfully
- Avoid judgement
- Maintain professional boundaries.
- Not provide counselling unless when not appropriately qualified

## **Step 3 – Assessment of Support Requirements**

The staff member will determine:

- Nature of the support required
- Impact on participation and learning
- Appropriate support options.
- Need for reasonable adjustments.
- Requirement for referral to external services

## **Step 4 – Referral**

Where internal support is insufficient, learners may be referred to:

- Medical practitioners
- Mental health services
- Disability services
- Crisis support services

Learners will be provided with information and referral options but retain the right to choose whether to engage with external services unless there is an immediate safety risk.



## **Step 5 – Monitoring and Review**

Support arrangements will be reviewed:

- At agreed intervals.
- Following significant changes in circumstances
- Following return from absence.
- Following critical incidents.

Adjustments may be modified as required.

## **Responding to Wellbeing Concerns**

### **Low-Level Concerns**

Examples:

- Mild stress
- Attendance concerns
- Learning difficulties

Response:

- Discussion with Learner
  - Learning support
  - Monitoring
  - Referral where required
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### **Moderate Concerns**

Examples:

- Ongoing emotional distress
- Significant personal hardship
- Risk of disengagement

Response:

- Formal support plan
  - Referral to external services
  - Increased monitoring
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## High-Risk Concerns

Examples:

- Threats of self-harm
- Suicidal statements
- Threats of violence
- Serious safety concerns

Response:

1. Remain with the person if safe to do so.
2. Contact emergency services if immediate danger exists.
3. Notify management immediately
4. Record incident.
5. Follow Critical Incident Procedures.

Emergency Contact:

- Emergency Services: 000 (Australia)

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## Learner Complaints About Support Services

Learners may raise concerns regarding support services through Nature Care Colleges Learner Complaints Procedure.

Complaints will be:

- Managed confidentially
- Investigated fairly
- Resolved in a timely manner
- Free from victimisation or retaliation

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## Privacy and Confidentiality

Nature Care College will:

- Collect only information necessary to provide support.
- Store records securely
- Obtain consent before sharing information unless:
  - Required by law;
  - Necessary to prevent serious harm;
  - Required for emergency response.



## Critical Incidents and Wellbeing Emergencies

A critical incident may include:

- Serious injury or illness.
- Death of a learner.
- Mental health crisis.
- Violence or threats.
- Natural disaster affecting learning activities.

Nature Care College will:

- Ensure immediate safety
- Notify emergency services where required.
- Provide appropriate support.
- Document and investigate the incident.
- Implement corrective actions.

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## Record Keeping

Nature Care College will maintain records of:

- Support requests.
- Support plans.
- Reasonable adjustments.
- Referrals
- Wellbeing incidents.
- Follow-up actions.

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## Related Documents

- Student Code of Conduct
- Learner Complaints Procedure and Appeals Policy
- Privacy Policy
- Diversity and Inclusion Policy
- Work Health and Safety Policy
- Critical Incident Policy

**Quality Outcome:** This policy establishes the framework for identifying, responding to, and supporting learner wellbeing needs while maintaining appropriate professional boundaries and respecting privacy and confidentiality.