

# Student Support, Welfare & Guidance

## Operating Policy and Procedure

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### 1. Policy

It is the policy of Sage that students receive appropriate support including referral to welfare and guidance services.

### 2. Purpose

The purpose of this policy is to ensure that Sage, in discharging its obligations, can assist and support students in times of need.

### 3. Responsibility

The General Manager is responsible for ensuring compliance with this policy.

### 4. Guidelines

People attending Sage seeking training and related services will come from broad and diverse backgrounds. Not all will have the necessary competence or life experience to meet the rigors of training. Others may bring to Sage issues or problems that do not necessarily relate to training or services of Sage. However Sage must still be able to assist or refer to a relevant professional where possible.

It is important that staff do not become personally involved in a student's personal problems nor give advice that is outside the staff member's area of expertise.

Where a staff member becomes aware of a potential welfare issue, contact is to be made with the immediate supervisor. Staff must be mindful that some welfare situations might become embarrassing to the individual therefore the utmost tact and discretion must be exercised at all times. Welfare issues must never be discussed in the presence of other students or clients of Sage.

A range of government and private welfare services can be sourced by the General Manager to assist students in a variety of matters.

### 5. Procedure

- a. Where a support, welfare or guidance issue arises that is of a personal rather than training nature, the staff member involved must immediately contact their immediate supervisor.
- b. After discussions with the supervisor and if further action is to occur, an Incident Report must be completed by the first staff member and then transmitted to the Supervisor. Although privacy must be respected, it is important that sufficient information is contained in the report to enable any follow-up inquiries whether by Sage or an authority.
- c. The Supervisor is authorised to refer the student to any Sage recognised professional with appropriate expertise however the supervisor must advise the student any referral does not mean Sage will bear costs associated with such referral. Any referral cost is the responsibility of the student.
- d. Where an issue raises serious concern such as mental illness, the supervisor must ensure the General Manager is informed immediately and an agenda item raised at the next Team Meeting.
- e. A copy of the Incident Report must be attached to the student's file and a copy forwarded to the General Manager.

### 6. Authority

Authorised by the General Manager