

Student Support, Wellbeing, Inclusion and Discrimination Prevention Policy and Procedure

1. Our Commitment to You

At Smartlink Training, we're committed to creating a safe, inclusive and supportive learning environment for every student. We want you to feel respected, valued, and empowered to succeed in your course. This policy outlines how we support your learning and wellbeing, and how we prevent and respond to any form of discrimination, abuse or harassment. We follow the 2025 Standards for RTOs to ensure your experience with us is safe and positive.

2. Who This Applies To

This policy applies to:

- All students enrolled with Smartlink Training
- All trainers, assessors, staff, and authorised third-party providers involved in your training and assessment.

3. How We Support You

3.1 Student Support Services

We understand that everyone learns differently, and life can sometimes be challenging. If you need help, we're here to support you with:

Support areas include but not limited to:

- Language, Literacy, Numeracy and Digital (LLND) skills
- Disability or accessibility needs
- Digital literacy challenges
- Mental health and wellbeing
- Cultural safety and inclusion

Support services may include:

- One-on-one support with trainers and assessors
- Individualised support plans tailored to your needs
- Access to additional learning resources
- Reasonable adjustments in assessments
- Buddy programs and social events
- External referral services for personal support

3.2 How to Access Support

Our contact details:

-  Main Phone: 02 6023 4310
-  Email: info@smartlinktraining.net.au
-  Website: www.smartlinktraining.net.au

For direct student support:

- 📞 Student Support: 02 6088 6942
- ✉️ Email: info@smartlinktraining.edu.au
- ✉️ Academic Support: admin@smartlinktraining.net.au
- 💻 RTO Manager: 0469 902 121

In an emergency during training hours: Please speak with your trainer or call our main office. For serious emergencies, call 000.

Campus location: 2/659 Young Street, Albury NSW 2640

Google Maps:

<https://www.google.com/maps/place/2%2F659+Young+Street,+Albury+NSW+2640>

External Support Services: <https://www.smartlinktraining.net.au/wp-content/uploads/2025/06/Updated-External-Support-Referrals-V1.0.pdf>

3.3 Preventing Discrimination, Harassment, Abuse and Violence

Smartlink Training has **zero tolerance** for discrimination, abuse, harassment or violence of any kind.

What we do to prevent this:

- Clearly explain your rights and responsibilities during orientation
- Ensure all staff and trainers are trained in cultural awareness and inclusive practices
- Provide safe channels for reporting concerns
- Promote open communication and respectful behaviour
- Work with you to resolve issues confidentially and fairly
- Require staff to actively support a safe and inclusive space

If something happens:

- You can report it confidentially
- We will investigate promptly
- We follow legal and mandatory reporting rules where necessary
- We handle all complaints through our Complaints and Appeals Policy

3.4 Creating an Inclusive and Culturally Safe Environment

We proudly welcome diversity and foster a culturally safe environment by:

- Recognising and respecting all cultures, backgrounds and identities
- Offering staff training in inclusive education practices
- Working with multicultural and First Nations organisations and people
- Regularly reviewing your feedback to improve inclusion

3.5 Supporting Wellbeing at All Learning Sites

Whether you study with us directly or through our third-party training provider, we make sure your wellbeing is protected by:

- Assessing the safety and suitability of all training locations
- Monitoring support levels and your feedback regularly
- Reviewing progress and wellbeing needs throughout your course
- Referring you to professionals when you need specialised support (mental health, legal, housing etc.)

4. What You Can Expect: Our Support in Practice

4.1 Course Planning

- We assess your learning needs when designing each course
- We include support strategies in all training plans

4.2 During Enrolment

- You'll complete a Language, Literacy, Numeracy and Digital (LLND) assessment
- We'll identify and document any support you may need
- Support Plans will be created if required

4.3 Orientation

- Before your course starts, we'll explain:
 - Available support
 - Reasonable adjustments
 - Your rights and responsibilities

4.4 Ongoing Support

- Trainers will monitor your wellbeing and learning progress
- We'll update support strategies as needed
- At course completion, we review what worked well and what can be improved

4.5 External Referrals

- We guide and connect you with support outside of Smartlink when needed
- Our referral guide is always available online. Click this link to access external support
<https://www.smartlinktraining.net.au/wp-content/uploads/2025/06/Updated-External-Support-Referrals-V1.0.pdf>

5. Who's Responsible for What?

Role	Responsibility
CEO	Oversees this policy and ensures third-party training sites meet our standards
RTO Manager	Develops and implements support systems and strategies
Trainers/Assessors	Identify your needs and monitor your wellbeing
Student Support Officer	Assists with support plans and connects you to external help
Admin Staff	Shares accurate and timely support information

6. Important Documents

- Complaints and Appeals Policy
- Risk Management Policy
- Student Handbook
- Third-Party Monitoring Checklist
- External Support Referrals

7. Relevant Laws and Standards

- Standards for RTOs 2025
- Disability Standards for Education 2005
- Equal Opportunity Act 2010 (VIC)
- Racial Discrimination Act 1975 (Cth)
- National Principles for Child Safe Organisations