

4.2.11 Client Support, Welfare & Guidance

400 Queen Street
Operating Policy and Procedures

1. **Policy**

It is policy of Navitas College of Public Safety that trainees receive appropriate support including referral to welfare and guidance services.

2. **Purpose**

The purpose of this policy is to ensure the college, in discharging its obligations, can assist and support trainees in times of need.

3. **Responsibility**

The VET Manager is responsible for compliance with this policy.

4. **Guidelines**

Trainees from a broad and diverse range of backgrounds will attend the college seeking training and related services. Not all trainees will have the necessary competence or life experience to meet the rigors of training. Others may bring to the College issues or problems that do not necessarily relate to training or services of the College, however NCPS 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 trainee'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 Student Advisor. Staff must be mindful that some welfare situations might become embarrassing to the individual therefore discretion must be exercised at all times. Welfare issues must never be discussed in the presence of other trainees or clients of the College.

A range of government and private welfare services can be sourced by NCPS to assist trainees in a variety of matters.

5. **Procedure**

1. Where a support, welfare or guidance issue arises that is of a personal rather than training nature, the staff member involved must immediately contact the Student Advisor.
2. After discussions with the Student Advisor and if further action is required, the Student Advisor is authorised to refer the trainee to a recognised professional. The Student Advisor must advise the trainee any referral does not mean NCPS will bear costs associated with such referral. Any referral cost is the responsibility of the trainee.
3. Where an issue raises serious concern such as mental illness, the Student Advisor must ensure the Operations Manager is informed immediately.

6. **Authority**

Authorised by Operations Manager (Navitas College of Public Safety).

7. **Amendments**

Date	Modified by	Sections amended/added	Approved by AC (If Required)
12/09/2011	Cameron Ingram	Update procedure and terminology	22/09/2011