QAF110 STUDENT AND STAFF WELLBEING, SAFETY AND SECURITY PROCEDURES

1. Overview

The Higher Education Leadership Institute ("the Institute") is committed to the provision and maintenance of a learning and work environment where students and staff engage in a safe, secure, productive, and interactive environment conducive to the wellbeing of all stakeholders.

In accordance with the Standards for Higher Education[1] and these procedures, students and staff are advised of the actions they can take, the staff they may contact and the support services that are accessible to them if their personal circumstances are having an adverse effect on their work, education or wellbeing. For students this includes the provision of timely and accurate advice on access to personal support services including learning support services, counselling, advocacy and welfare services[2]

The Institute promotes and fosters a safe learning and work environment for all and advises students and staff on actions they can take to enhance their safety and security on campus and online. Where learning or work activities are conducted in a physical environment as opposed to a virtual environment the Institute provides procedures that cover immediate actions to be taken in the event of a critical incident and its management[3].

2. Measures to enhance student and staff wellbeing

The following table details the types of information available to foster a safe and secure learning and work environment conducive to the wellbeing of all stakeholders.

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
Inclusive and safe culture	All stakeholders	Information on compliance with relevant Commonwealth, State and Territory laws, and compliance with regulatory requirements and statutory obligations	HELI website Student Hub[4] HELI103 Staff Induction[5]	CEO Dean Manager
	Students	Information about discrimination, bullying and harassment, including sexual harassment	Student Hub QAF080 Student Code of Conduct (HELI website)	Dean

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[1] HESF Standard 2.3 *Wellbeing and Safety*: https://www.teqsa.gov.au/higher-education-standards-framework-2021
[2] QAF105 Student Support Framework
[3] QAF030 Critical Incident Management Policy
[4] Student Hub (Canvas LMS)
[5] Staff Induction module (Canvas LMS)

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
	Staff	Information about discrimination, bullying and harassment, including sexual harassment	HELI103 Staff Induction HR040 Staff Handbook[6]	Manager
The right to lodge a grievance	Students	Information about ready access to grievance procedures and lodging a grievance without fear of discrimination	Student Hub QAF090 Student Grievance Handling Policy and Procedure (HELI website)	Dean
	Staff	Information about ready access to grievance procedures and making complaints without fear of discrimination	HELI103 Staff Induction HR040 Staff Handbook	Manager
The right to a safe & secure environment	Students	Information about responsibility to maintain a safe and secure environment respectful of the needs of others. Includes general information for international students on safety and awareness relevant to life in Australia. Includes advising international students on actions they can take to enhance their personal security and safety.	Student Hub QAF080 Student Code of Conduct (HELI website)	Dean
	Staff	Information about responsibility to maintain a safe and secure environment respectful of the needs of others	HELI103 Staff Induction HR040 Staff Handbook	Manager
Code of Conduct	Students	Information about rights and obligations and disciplinary procedures for breaches	Student Hub QAF080 Student Code of Conduct (HELI website)	Dean
	Staff	Information about rights and obligations and disciplinary procedures for breaches	HELI103 Staff Induction HR040 Staff Handbook	Manager
Personal support services	Students	Information on access to academic and personal support services (learning support, counselling, advocacy, welfare)	Student Hub QAF105 Student Support Framework (HELI website)	Dean / SSO[7]

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[6] HR040 Staff Handbook (Staff Info page HELI website)
[7] Student Services Officer

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
	Staff	Information on access to personal support services	HELI103 Staff Induction HR040 Staff Handbook	Manager
Workplace Health & Safety (WHS) procedures	Students	Information on WHS procedures and mechanisms Includes information to international students about <u>how to seek assistance for and report an incident</u> that significantly impacts on their wellbeing, including critical incidents	Student Hub	Dean
	Staff	Information on WHS procedures and WHS compliance	HELI103 Staff Induction HR040 Staff Handbook	Manager
Online safety and security	Students	Information on actions to enhance online safety and security	Student Hub Canvas LMS guides HELI Help Desk	Dean
	Staff	Information on actions to enhance online safety and security	HELI103 Staff Induction HELI Help Desk	Manager
Security of personal information	Students	Information about privacy and personal information	Student Hub QAF050 Privacy & Personal Information Procedures (HELI website)	Dean Operations Manager
	Staff	Information about privacy and personal information	HELI103 Staff Induction HR040 Staff Handbook QAF050 Privacy & Personal Information Procedures (HELI website)	Manager Operations Manager
Physical location: Security of premises	Students	Information on building management security and hours of access; advice on how to limit personal risk; engaging security personnel as appropriate	Student Hub	Dean Operations Manager
	Staff	Information on building management security	HELI103 Staff Induction	Manager
Physical location: Evacuation & emergency procedures	Students	Information on adherence to safety procedures (emergencies and evacuations) and safe locations	Student Hub QAF030 Critical Incident Management Policy	Dean
	Staff	Information on adherence to safety procedures (emergencies and evacuations) and safe locations	HELI103 Staff Induction QAF030 Critical Incident Management Policy	Manager

3.   Associated documents

- QAF030 Critical Incident Management Policy
- QAF050 Privacy and Personal Information Procedures
- QAF080 Student Code of Conduct and Disciplinary Procedures
- QAF090 Student Grievance Handling Policy and Procedure
- QAF105 Student Support Framework
- Student Hub (Canvas LMS)
- HELI103 Staff Induction module (Canvas LMS)
- HR040 Staff Handbook (Staff Info page HELI website)

4.   Version history

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	8 July 2016	Document creation and initial approval
2.0	Executive Management Committee	4 May 2018	To incorporate cross-reference to HELI website, Canvas LMS, HELI Staff Handbook, HESF2015
2.1	CEO	16 March 2020	Minor amendments to recognise face-to-face delivery and international students in light of CRICOS approval.
2.2	CEO	8 February 2022	Minor amendments to nomenclature and updates to associated documents and locations.

Document owner: CEO