

5.26 STUDENT WELFARE

This policy ensures that Arbortrim can provide educational services in a safe and secure environment.

The following provides a guideline to the requirements of timetabling of classes, times of Arbortrim's operation, and delivery plans to ensure that the candidates are not being asked to undertake training and assessment without over extending their time capabilities or jeopardising their safety.

Hours of Operation

Normal Business Hours are as follows:

Monday- Friday (8:30am to 5:30pm)

All training and assessment services that are conducted by Arbortrim will be scheduled within the following hours of operation:

Monday - Saturday (8.00am - 10.00pm)

On rare occasions, workplaces request training and/or assessment to be conducted at times other than those above. These requests are usually due to specific work requirements, for example; most contractors begin work at 7am, and finish at 3pm. Where Arbortrim provides services during these other times, due consideration will be given to candidates as to their safety and welfare. Arbortrim staff are also required to complete a Risk Assessment form for all training/assessment that is:

- Done on the weekend,
- Conducted after 6pm,
- Held in an industrial area,
- Held in a remote area,
- Further than 500m from regular scheduled public transport,
- Held at a venue with substantial gardens,
- Held at a venue with substantial carparking.

Lesson Plan

Each course that is delivered by Arbortrim in a classroom environment is required to have a lesson plan developed to identify the required hours of attendance to complete the course. This allows the candidates to plan their travel to and from the training premises.

Arbortrim must not require or permit candidates to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day. *(Please Note: An exemption request may be submitted to VRQA if the course requires candidates to attend for more than 8 hours per day.)*

'High Risk' Sessions

If Arbortrim is required to schedule training after 1800 hours (6.00pm), or at weekends, or with facilities that are located in industrial areas or remote from built up areas or further than 500 metres from regular scheduled public transport, or with substantial gardens and car parking areas must:

- detail the security /safety measures to be taken to maximise student security and safety in attending and in travelling to/from the provider's premises
- demonstrate that information about the security/safety measures is available to students prior to and after enrolment

Informing Candidates

Candidates will be informed of safety measures and processes through the induction process. The Student Handbook will also contain

- Emergency Services contact details
- Safety Tips
- Public Transport information

The candidates will also be briefed, one-on-one, by their trainer prior to the day of training.