

CHEVTRAIN'S STRATEGIC GOALS AND PLANS FOR STUDENT SUPPORT AND WELLBEING 2023

Chevtrain is committed so the same outcomes as *The Code*¹ and are taking the dedicated steps, as outlines below, to achieve them.

'The Code' Outcomes	Strategic Goals: 'What we do'	Strategic Plans: 'How we do it'
Wellbeing & Safety Systems	<ul style="list-style-type: none"> » Establish, implement, and review strategic goals and plans for Student wellbeing (documented here). » Ensure our plan (this document) is transparent - publicised and available to students and staff alike. » Take a whole-of-organisation responsive and pro-active approach to establishing and maintaining learner wellbeing as well as the efficacy of our wellbeing system. 	<ul style="list-style-type: none"> » Information about The Code and our Student Support and Wellbeing Plan is made readily available via: <ul style="list-style-type: none"> • student handbook, • website, • high-visibility resources at all our training facilities. » Scheduled reviews of QMS policies and all associated documents and resources and information hubs updated with revisions and current versions.
Learner Voice	<ul style="list-style-type: none"> » Actively seek feedback and engagement with learners on wellbeing and support matters through genuine, meaningful, and purposeful discourse. » Understand and respond to feedback and data gathered with tangible and trackable actions and initiatives that advocate learner identity, mana, and autonomy. 	<ul style="list-style-type: none"> » Consistent collection, analysis, and review of Student Feedback Forms » Student orientation and inductions include information and advice on options for learners to raise concerns and seek support. » PD made available to Trainers to enable them to identify and appropriately respond to any learner wellbeing concerns. » Robust investigation processes to ensure timely and effective response to any concerns raised.
Safe Environments	<ul style="list-style-type: none"> » Model and nurture learning environments free from bullying, harassment, or discrimination. » Instil and acknowledge positive and prosocial behaviour choices. » Conduct comprehensive risk analysis and management plans for all facilities, locations, learning and assessment activities. 	<ul style="list-style-type: none"> » We have built appropriate, and sufficiently resourced, training spaces and equipment. » Recruited and developed a positive, welcoming, and engaging, values-based training team. » Readily visible site-specific evacuation plans » Compliance with Industry and Legislative health, safety, and wellbeing best practice. » Execution, monitoring and review of QMS policies e.g. <ul style="list-style-type: none"> • Student Code of Conduct Policy • Professional Conduct Policy • Harassment Policy
Learners are Safe & Well	<ul style="list-style-type: none"> » Grow our community of support services to accommodate the diverse learner groups and needs inc physical, mental, and emotional support agencies. As well as learning support. » Build internal capability to continually improve and better identify, advise, and respond to learner wellbeing and learning needs. » Ensure our courses, teaching and assessment activities to effectively respond to learners who need additional support. 	<ul style="list-style-type: none"> » Provide information to students about wellbeing, learning and basic-needs assistance options via the student handbook, orientations, and our website. » Training team role-model and promote physical, mental, and emotional wellbeing. » Comprehensive monitoring, responding, reporting and review processes are in place to effectively and proactively follow-up on any wellbeing matters, complaints and/or health and safety practices. » Compliance with all relevant legislated and PTE rules e.g., incident investigations and Dispute Resolution Scheme rules.

¹The Code' refers to [The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)