



Purpose

The purpose of this policy is to ensure the safety and security of Veritas Institute Australia's students.

Scope

This policy applies to all students, domestic and international, who have accepted a place at Veritas Institute Australia, and students currently enrolled at Veritas Institute Australia.

Responsibility

The RTO Manager and CEO are responsible for the implementation of this policy and to ensure that staff and students are aware of its application and procedures.

Policy

- 1.1** All classes will be timetabled to finish between 7.30 am and 10 pm (7 days a week).
- 1.2** No classes will be timetabled for more than 8.30 hrs per day, including breaks.
- 1.3** Where exceptions to 1.1 and 1.2 above are considered, it will be done so in the light of student welfare and personal issues.
- 1.4** All students will be provided with support service and welfare information at orientation, in handbooks and through notices supplied by student support staff and other staff.
- 1.5** Veritas Institute Australia will employ full-time student support staff available to students to discuss issues that may be adversely impacting on their studies.
- 1.6** All staff, including academic, marketing and administrative staff, are expected to exercise a pastoral concern for students and to assist them as best they can and as appropriate to the staff member's position.
- 1.7** Veritas Institute Australia has a Complaints and Appeals Policy & Procedure, so that students are able to discuss issues with support staff and to appeal decisions with which they are dissatisfied.
- 1.8** Veritas Institute Australia has a critical incident policy and procedure which includes emergency evacuation procedures.
- 1.9** For those courses that pose physical risks, such as practical hospitality classes, students are required to wear the appropriate uniforms and protective clothing stipulated for the course. Students who are not wearing appropriate protective clothing will not be permitted to participate in the class. Students are made aware of the need to abide by this requirement prior to course commencement.