

CODE P027-v2-IT	Inclusion Training Student Absence, Health and Wellbeing Policy & Procedure
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Applies to: All Inclusion Training Staff, Inclusion Melbourne Support Coordinators, Direct Support Staff, Administration Staff
Specific responsibility: The Manager, Inclusion Training is responsible for updating this policy and procedure and Trainers and Assessors are responsible for ensuring this policy and procedure is adhered to.

Version: 2
Date approved: 7/9/2017
Next review date: 7 /9/2019

Policy context:	
Standards or other external requirements	ISO 9001:2015 standards : 7.1.3; 7.1.4 Department of Human Service Standards: 3.5
Legislation or other requirements	
Contractual obligations	

OBJECTIVE

The objective of this policy and procedure is to ensure the safety, health and wellbeing of the students attending Inclusion Training is responded to in a prompt, fair and responsive manner.

SCOPE

This policy and procedures applies to all trainers, support co-ordinators and direct support staff and all training activities and sites coordinated by Inclusion Training

POLICY STATEMENT

Inclusion Training is responsible for ensuring the safety, health and wellbeing of all students. In achieving this, Inclusion Training will respond to all absences, concerns of health and wellbeing in a prompt and consistent manner that prioritises the needs of the student.

NOTE: This procedure relates to physical illness or injury only, signs of abuse and/or neglect must be responded to in line with the “Identifying Abuse and Neglect Policy and Procedure”

PROCEDURES

1 Identifying absence and non-arrival of students

- All students are expected to arrive in the classroom between 9:00 – 9:30 AM. Students should sign in and the trainer should mark the roll between 9.30 -10:00 AM each day to identify any absences.
- The classroom phone should be checked for any messages relating to an absence or late arrival.

2 Reporting absence or non-arrival of students

If a student is absent, then:

- The absence should be recorded on the Student Absence Calendar, by the Training Staff, Support Coordinator or IM Reception staff. This document is saved in the 'Common' folder on the server (available for anyone to access)
- Training staff are to contact Inclusion Melbourne Reception between 9.30 – 10:00 AM if a student has not arrived, to check with Reception to see if any messages have been left.
- If no message has been left, then Reception is to call the student, family, house or Support Coordinator to determine the whereabouts of the student.
- Reception will then notify the training staff at the relevant site to inform them of the situation. If the family, house or Support Coordinator indicates the student has already left for the centre then Reception will notify training staff.
- If the whereabouts of the student is still unknown, family or the house or Support Coordinator will decide what action is to be taken to locate the student.

NOTE: On the occasion that an RTO only student is absent, the Trainer will act as the student's Support Coordinator and make the relevant calls and decisions.

3 Identifying illness or injury

Signs of student injury and illness are identified through the physical presentation of the student and/or the student expressing their poor health.

Physical signs of illness or injury include, but are not limited to:

- Cold and flu symptoms, such as runny nose, cough, lethargy
- Open and uncovered wounds
- Complaints of pain
- Diarrhoea and/or vomiting
- Distress and discomfort
- Bleeding

4 Responding to student illness and injury

Where illness and/or injury have been identified by the trainer or volunteer, they must consult with the student as to how the injury or illness was incurred and how they are currently feeling. Any response indicating abuse or neglect must immediately be referred to the Manager, Inclusion Training.

Where the student's response has not inferred any abuse or neglect the following steps should take place:

- The trainer or classroom assistant should attempt to alleviate the immediate discomfort of the injury or illness, such as providing an icepack, tissues, a glass of water etc.
- A First Aid qualified person, or the most senior person in the classroom should determine the most appropriate response with consideration to the following factors:
 - Is the illness contagious and/or infectious?
 - Is the injury appropriately tended to, such as, wounds being covered?
 - Is the illness or pain likely to continue throughout the day, and there for be a hindrance on the students learning?
 - Will the illness or injury adversely affect other students in the classroom?

Training staff should refer to the student's management plan, data sheet and/or consistent approaches document to source appropriate information related to medical issues. Alternatively the student's Support Coordinator may be contacted for advice and consultation.

Where a first aid trained person is working in the classroom, and can respond appropriately to the illness or injury, with the first aid supplies they have access to, they must do so, and record the injury in an Incident Report.

The student's family or house staff should also be contacted to inform them of the actions taken.

If the injury or illness cannot be alleviated or addressed through basic first aid, the student should return home to recover. In this case, the training staff will contact the relevant Support Coordinator, or contact IM Reception to request the family or house staff is informed and are able to collect the student.

Staff have a duty of care for their students and may use their discretion to call an ambulance if they feel necessary.

NOTE: On the occasion that an RTO only student is absent, the Trainer will act as the student's Support Coordinator and make the relevant calls and decisions.

DOCUMENTATION

Documents related to this policy	
Related policies	<ul style="list-style-type: none"> • RTO Administration • Service User Absence Health and Wellbeing • Client Incident Reporting • Incident, Accident and Injury Investigation Report
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Client's Data Sheets • Client's Management Plans • Client's Consistent Approaches

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1		<i>Update Master Quality Manual.</i>	
2			
3			