2. VET Student Support	
Outcome: VET students are treated fairly and are properly informed, supported, and protected	
Wellbeing	
2.6. The wellbeing needs of the VET student cohort are identified, and strategies are put in place to support these needs.	
Who is responsible?	All staff All enrolled students (Non-VSL and VSL) Volunteers and Visitors
When	▪ Pre-Enrolment ▪ Enrolment ▪ Throughout the training program ▪ Professional Development Training ▪ i 3 Quality Assurance Schedule
Policy	Melbourne Institute of Massage and Myotherapy (MIMT) is committed to supporting the wellbeing of its VET student cohort by identifying wellbeing needs and providing appropriate support services. MIMT ensures that students are informed of the available well-being support services and are encouraged to seek assistance whenever needed. This policy also outlines the commitment of the VET Student Loans (VSL) provider (MIMT) to foster and maintain a safe, inclusive and supportive environment for staff and students, aligned with the expectations of the VET Student Loans Rules 2016, Work Health and Safety (WHS) legislation, and 2025 Standards for RTO's.

Procedure	**MIMT demonstrates:** **(a)** it identifies, by reference to the training product content, the wellbeing needs of the VET student cohort and appropriate wellbeing support services 1. MIMT assesses and identifies the wellbeing needs of the VET student cohort based on: ▪ The student demographics consider factors such as age, cultural background, and socio-economic status, which may influence well-being needs. ▪ Understanding how the nature of the training (e.g., high-stress courses, practical work placements) may affect student wellbeing. 2. MIMT regularly collects and analyses feedback from students and trainers to identify emerging wellbeing issues. 3. MIMT considers the needs of students from disadvantaged or vulnerable backgrounds, including students with disabilities, students from culturally and linguistically diverse (CALD) backgrounds, First Nations students, and international students. 4. MIMT conducts initial well-being needs assessment during student enrolment and ongoing assessments throughout the student's training period to ensure that needs are continually monitored and addressed. 5. Based on the identified wellbeing needs, MIMT will offer a range of wellbeing support services tailored to the student cohort; services offered may be internal or referred to an external organisation as per the student wellness directory. These services may include, but are not limited to: ▪ **Mental health support**: Access to counselling services, stress management workshops, or mental health hotlines. ▪ **Disability support**: Services that provide reasonable adjustments for students with disabilities to help them succeed in their training. ▪ **Cultural support**: Services for students from diverse cultural backgrounds, including Indigenous liaison officers and cultural awareness programs ▪ **Financial advice**: Guidance on managing finances, applying for scholarships, or accessing government financial assistance. ▪ **Physical health services**: Referral to local health services, gym memberships, or wellness programs (where applicable).

	▪ **Peer support programs**: Initiatives that encourage peer-to-peer support, including mentorship programs and study groups. 6. MIMT regularly reviews the effectiveness of these support services and makes adjustments as needed to ensure they continue to meet the evolving needs of the student cohort through various surveys
	(b) It advises the VET student cohort of the availability of wellbeing support services, and any organisation students can contact, or additional action students can take to support their wellbeing. 1. MIMT ensures that all students are informed about the wellbeing support services available. This information is communicated through: 2. The Student Handbook details the available support services, contact information for key staff members, and instructions for accessing services. 3. Welcome letter that Introduces new students to MIMT wellbeing support services, including mental health resources, student support officers, and external support services. 4. Website and Online Platforms are also utilised to provide clear and easy access to information about wellbeing support services on MIMT's website or Learning Management System (LMS). 5. As part of MIMT communication, the VET students are advised on what actions they can take to maintain their wellbeing during their studies, including self-care strategies, time management, and seeking help early when needed. 6. The staff members can contact as key points within MIMT; this may include, but is not limited to, the student support officers or designated wellbeing staff, who are trained to assist students with wellbeing concerns. 7. VET students (both Non-VSL and VSL) also have access to information regarding external support services for mental health and wellbeing services, such as community health services, crisis hotlines, or financial aid organisations, where relevant. 8. MIMT are continually monitoring the wellbeing needs of our VET student cohort by: ▪ Collecting student feedback through surveys, focus groups, or direct communication with student support staff. ▪ Conducting regular staff meetings to review wellbeing concerns and ensure that student wellbeing is a priority across all aspects of training

	delivery. 9. Based on this feedback and monitoring, MIMT will update its wellbeing support services and strategies to meet the needs of the student cohort better and document the findings in the continuous improvement register. 10. MIMT provides ongoing training and professional development to staff members supporting student wellbeing, ensuring they have the knowledge and skills to assist students effectively. 11. MIMT complies with all relevant legislation and regulations relating to student wellbeing, including but not limited to: ▪ National Vocational Education and Training Regulator Act 2011 (Cth) ▪ Disability Discrimination Act 1992 (Cth) ▪ Fair Work Act 2009 (Cth) (as applicable to work placements) 12. MIMT ensures that all wellbeing strategies and services align with industry best practices and the regulatory framework for VET education and VSL.

Monitoring and Review	MIMT will conduct regular reviews of the wellbeing support services and strategies to ensure they continue to meet the needs of the student cohort (both Non-VSL and VSL) as per the quality assurance calendar. The policy will be reviewed in line with the quality assurance calendar, or as needed to ensure compliance with best practices and regulatory requirements. All continuous improvements will be documented in the continuous improvement register.
Workflows	St 3 Wellbeing Needs Assessment St 1 Pre/Enrolment/LLN & D QA 6 Conducting Surveys QA 1 Quality Assurance Schedule QA 10 Staff Meeting QA 12 Continuous Improvement Register
Legislative and Regulatory Context	2025 Standards for RTO's VET Student Loans Rules 2016 – s. 26, s. 29 (provider capacity and responsibility) Disability and Discrimination ACT 1992 National Vocational Education and Training Regulator Act 2011 (Cth) Fair Work Act 2009 (Cth)

Forms/ Documents	F 19 Student Wellbeing Assessment F 29 Staff Professional Development Log F 11 Meeting Agenda F 12 Meeting Minutes S 1 Student Enrolment Survey S 2 Industry Survey S 3 Student Feedback on Industry Expert Engagement S 4 Student Course Completion Survey S 5 Training Survey S 6 Student Training and Assessing Survey S 7 Student Wellbeing Services Feedback Survey S 8 Trainer and Assessor Survey i 2 Org chart i 3 Quality Assurance Schedule i 6 Student Handbook i 5 Support Services Email 6 Welcome and fee structure HR 1 Position Description Admin HR 2 Position Description CEO HR 3 Position Description Compliance HR 4 Position Description Trainer and Assessor R 1 Continuous improvement register R 6 Staff PD Register PP 1 2025 Standards P &P
Legislative and Regulatory Context	2025 Standards for RTO's VET Student Loans Rules 2016 – s. 26, s. 29 (provider capacity and responsibility) Work Health & Safety Act 2011 Disability and Discrimination ACT 1992 Privacy Act 1988