Health and Safety Policy and Associated Procedures

Policy Area:	Work Health and Safety (WHS), Risk Management, Emergency Preparedness, and Safe Learning Environments
Standards Reference:	Outcome Standard 1.6, 4.2 & Compliance Standard 20
Responsibility:	CEO, RTO Manager, Trainers and Assessors, Compliance Officer, Student Support Officer, Administrative Staff
Classification:	Internal Work Health and Safety (WHS) Policy

1. Purpose

The purpose of this Health and Safety Policy and Associated Procedures is to outline the Institute of International Studies (IOIS) approach to ensuring the health, safety, and wellbeing of all students, staff, contractors, and visitors across all environments in which training, assessment, and related activities are delivered or supported. IOIS is committed to providing learning and working environments that are safe, inclusive, and supportive of both physical and psychological wellbeing.

This policy establishes the framework for identifying, managing, and minimising health and safety risks associated with training delivery, assessment activities, administrative operations, and the use of physical and virtual learning environments. IOIS recognises its duty of care to take all reasonably practicable steps to prevent injury, illness, harm, or distress arising from its activities.

The policy promotes a proactive approach to health and safety by embedding risk management, hazard identification, incident reporting, and preventative measures into day-to-day operations. It also recognises the importance of psychological safety, including the prevention of bullying, harassment, discrimination, and undue stress, and supports a culture of respect, inclusion, and wellbeing.

This policy applies across all IOIS-controlled or IOIS-approved environments, including domestic and offshore locations, online and blended learning platforms, simulated training environments, and any venues used for training or assessment. It supports compliance with relevant work health and safety legislation and aligns with the Standards for RTOs 2025 by ensuring that learners are provided with safe and supportive learning environments conducive to successful participation and completion.

2. Scope

- This Health and Safety Policy and Associated Procedures apply to all students, staff, contractors, and approved third parties engaged in activities associated with the Institute of International Studies (IOIS). All individuals are required to comply with this policy and to act in a manner that supports a safe and healthy learning and working environment.

- The policy applies to all training and assessment activities delivered by IOIS, regardless of delivery mode. This includes face-to-face training conducted at IOIS premises or approved venues, simulated workplace environments, online delivery, blended learning, and any other learning or assessment activities undertaken as part of an IOIS course or program.

- This policy also applies to all physical and digital environments where IOIS has control over, or influence on, health and safety and wellbeing. This includes classrooms, training facilities, offices, common areas, and any virtual learning platforms or systems used to deliver training and assessment. Where training or assessment activities occur in external or third-party environments, IOIS takes reasonable steps to ensure that health and safety risks are identified, communicated, and managed in accordance with this policy.

3. Policy Statements

3.1 Commitment to Safety

- IOIS is committed to providing and maintaining a safe, healthy, and respectful learning and working environment for all students, staff, contractors, and visitors. Health and safety considerations are integrated into organisational planning, course delivery, and daily operations to minimise the risk of injury, illness, or harm.

- IOIS recognises that all individuals have the right to participate in training, assessment, and work activities in an environment that is free from unnecessary risk. At the same time, all students, staff, and other stakeholders share responsibility for contributing to a safe environment by acting in a responsible manner, complying with safety instructions, and reporting hazards or unsafe conditions.

- All identified hazards, risks, incidents, and near misses are required to be reported promptly and accurately. IOIS ensures that such matters are documented, investigated where appropriate, and addressed in a timely manner through corrective and preventative actions. This approach supports continuous improvement in health and safety practices and reinforces a culture of shared responsibility and accountability.

3.2 Health and Safety Standards

- IOIS ensures that all training and assessment environments are designed, maintained, and monitored to meet applicable health and safety standards. Physical training venues and simulated workplace environments are subject to risk assessments to identify potential hazards and to implement appropriate control measures. Facilities, equipment, and learning resources are maintained in a safe condition to support effective training delivery and to minimise the risk of injury or harm.

- For online and blended delivery, IOIS implements systems and practices that promote safe participation in digital learning environments. This includes consideration of ergonomic guidance for extended screen use, clear expectations for online conduct, and measures to support digital safety and cybersecurity. IOIS takes reasonable steps to protect student and staff information and to reduce risks associated with online learning platforms.

- IOIS also promotes overall wellbeing as an integral component of health and safety. This includes raising awareness of mental health, encouraging healthy study and work practices, supporting stress management, and providing access to internal and external support services where required. By addressing both physical and psychological health, IOIS supports a holistic approach to safety and wellbeing across all learning and working environments.

3.3 Responsibilities

- IOIS Management is responsible for establishing and maintaining effective health and safety governance arrangements. This includes ensuring that appropriate policies, procedures, systems, and resources are in place to identify, assess, and manage health and safety risks across all IOIS operations. Management is also responsible for monitoring compliance, addressing identified issues, and supporting continuous improvement in health and safety practices.

- Trainers and Assessors are responsible for ensuring that training and assessment activities are delivered in a safe manner. This includes conducting and reviewing risk assessments for learning and assessment environments, identifying hazards associated with activities or equipment, and implementing appropriate control measures. Trainers and Assessors must provide clear safety instructions to students and take reasonable steps to ensure that learning activities do not expose participants to unnecessary risk.

- Students are responsible for complying with safety instructions and procedures provided by IOIS and its staff. Students must act in a manner that does not endanger their own health and safety or that of others, and are required to promptly report hazards, incidents, or unsafe conditions to IOIS staff. By fulfilling these responsibilities, students contribute to maintaining a safe and respectful learning environment.

3.4 Consultation and Continuous Improvement

- IOIS is committed to a consultative approach to health and safety management and actively involves staff and students in identifying risks and improving safety practices. Consultation may occur through meetings, surveys, feedback mechanisms, incident reviews, and informal discussions, providing opportunities for stakeholders to raise concerns, report hazards, and suggest improvements.

- All feedback and information relating to health and safety matters is reviewed on a regular basis by IOIS management. Where issues, trends, or opportunities for improvement are identified, appropriate corrective or preventative actions are implemented. Improvement actions, outcomes, and follow-up reviews are formally documented in the Continuous Improvement Register to support accountability, monitoring, and ongoing enhancement of health and safety systems and practices.

3.5 Incident and Emergency Response

- IOIS maintains clear, documented procedures for responding to health and safety incidents, accidents, and emergency situations to minimise harm and ensure timely and appropriate action. These procedures outline roles and responsibilities, reporting requirements, escalation pathways, and follow-up actions to support effective incident management and recovery.

- All incidents, accidents, near misses, and emergencies must be reported promptly to IOIS in accordance with established procedures. Reported incidents are recorded, reviewed, and, where required, investigated to identify root causes and implement corrective and preventative actions. Support is provided to affected individuals, including access to first aid, medical assistance, or wellbeing support as appropriate to the nature of the incident.

- Where IOIS delivers training or assessment offshore through approved third parties or partner organisations, those entities are required to comply with this policy as well as applicable local workplace health and safety legislation and requirements. IOIS monitors compliance with health and safety expectations in offshore and third-party environments to ensure that consistent standards of safety and wellbeing are maintained across all delivery locations.

4. Procedures

4.1 Identifying and Assessing Risks

- IOIS adopts a proactive and systematic approach to the identification and assessment of health and safety risks across all training, assessment, and operational environments. Risk assessments are conducted to ensure that potential hazards are identified and controlled before activities commence.

- Safety risk assessments are undertaken for all physical training venues, practical workshops, and simulated workplace environments prior to use. These assessments consider factors such as facilities, equipment, learning activities, emergency access, and environmental conditions. Identified hazards are evaluated to determine risk levels, and appropriate control measures are implemented to eliminate or minimise risk.

- For online and blended delivery, IOIS ensures that digital platforms used for training and assessment comply with cybersecurity and data protection protocols. Guidance is provided to students and staff on safe digital practices, including secure access to systems, protection of personal information, and appropriate online behaviour to reduce digital and psychological safety risks.

- All identified risks and associated control measures are formally recorded in the Risk Register. The Risk Register is reviewed regularly and updated as required to reflect changes in delivery arrangements, environments, or identified hazards. This process supports ongoing risk management, accountability, and continuous improvement in health and safety practices.

4.2 Maintaining Safe Environments

- Trainers and assessors are required to conduct routine safety checks of facilities, equipment, and learning resources prior to the commencement of each training or assessment session. These checks ensure that learning environments are safe, fit for purpose, and

free from hazards that could pose a risk to students or staff. Any issues identified during pre-session checks must be addressed before training activities begin.

- All identified hazards, incidents, or near misses must be reported immediately using the approved **Incident/Hazard Report Form**. Prompt reporting ensures that risks are documented, assessed, and managed in a timely manner and supports effective investigation and corrective action where required. Staff and students are encouraged to report hazards without fear of reprisal, reinforcing a culture of safety and shared responsibility.

- Where equipment, facilities, or environments are identified as unsafe, they must not be used until the associated risks have been adequately controlled or eliminated. IOIS ensures that appropriate corrective actions are implemented, which may include repair, replacement, isolation of equipment, modification of activities, or relocation of training. Training and assessment activities are only resumed once it is confirmed that the environment is safe and suitable for use.

4.3 Student and Staff Induction

IOIS ensures that all students and staff receive appropriate health and safety information as part of their induction to promote awareness, preparedness, and safe participation in training and assessment activities.

- A **safety briefing** is provided to students during orientation and reinforced at the first-class session. The briefing covers key health and safety information, including emergency procedures and evacuation processes, safe use of facilities and equipment, incident and hazard reporting requirements, and available wellbeing and support services. This ensures that students understand their responsibilities and know how to respond in the event of an incident or emergency.

- For **online and blended delivery**, IOIS provides digital safety guidelines to support safe participation in virtual learning environments. This includes guidance on secure system access and login practices, protection of personal and assessment data, appropriate online behaviour, and ergonomic considerations for workstation setup to reduce physical strain and fatigue.

- Health and safety expectations are further reinforced through the **Student Handbook**, trainer and assessor inductions, and ongoing communications. Trainers and staff are briefed on their responsibilities under this policy to ensure consistent application of safety procedures and to support a culture of shared responsibility for health, safety, and wellbeing across all IOIS learning environments.

4.4 Incident Reporting and Response

- IOIS maintains a clear and structured process for the reporting and management of health and safety incidents, hazards, and near-misses to ensure timely response and continuous improvement.

- All incidents, hazards, and near-misses must be documented using the approved **Incident/Hazard Report Form** as soon as practicable after the event. This requirement applies to all students, staff, and contractors and ensures that potential and actual risks are formally recorded and addressed.

- Where a serious incident occurs, including incidents involving injury, significant risk to health or safety, or emergency situations, trainers or staff must immediately escalate the matter to the **Academic Manager (RTO Manager)**. Immediate actions are taken to ensure safety, provide first aid or emergency assistance where required, and prevent further harm.

- The Academic Manager is responsible for investigating reported incidents to identify contributing factors, root causes, and required corrective or preventative actions. Investigation outcomes, actions taken, and follow-up requirements are documented to ensure accountability and effective risk management.

- All reported incidents are logged in the **Incident Register**, which is reviewed on a quarterly basis to identify trends, recurring risks, and opportunities for improvement. Outcomes of these reviews inform updates to risk controls, training practices, and policies, and contribute to ongoing health and safety improvement.

4.5 Emergency Management

- IOIS maintains clear emergency management arrangements to ensure the safety of students, staff, and visitors in the event of an emergency. All training and assessment sites used by IOIS are required to display emergency exit plans, fire safety procedures, and local emergency contact details in visible and accessible locations. Staff and students are informed of these arrangements during induction and orientation to support prompt and appropriate responses in emergency situations.

- For offshore delivery locations, IOIS ensures that emergency management procedures align with relevant local emergency requirements and regulations. Students undertaking training offshore are informed of local emergency contacts, evacuation procedures, and site-specific safety arrangements to ensure they are prepared to respond effectively in the event of an emergency.

- For **online and digital environments**, emergencies such as cybersecurity incidents, data breaches, or system compromises must be reported immediately to the **IT Administrator** and the **Academic Manager (RTO Manager)**. Prompt reporting enables IOIS to initiate appropriate containment, investigation, and recovery actions, and to mitigate potential risks to data security, system integrity, and student wellbeing.

4.6 Monitoring and Review

- IOIS undertakes ongoing monitoring and formal review of health and safety practices to ensure the effectiveness of risk controls and to support continuous improvement across all training and assessment environments.

- Health and safety audits are conducted at least annually for all training and assessment environments, including physical venues, simulated workplaces, and online delivery systems. These audits assess compliance with this policy, identify emerging risks, and evaluate the effectiveness of existing control measures.

- All reported incidents, hazards, near-misses, and associated corrective actions are reviewed collectively to identify trends, recurring issues, or systemic weaknesses. Analysis of incident data supports informed decision-making and targeted improvements to health and safety practices.

- Findings from audits, incident reviews, and monitoring activities are formally recorded in the **Continuous Improvement Register**. Identified improvement actions are tracked, implemented, and reviewed to ensure system-wide enhancements to health, safety, and wellbeing across IOIS operations.

5. Responsibilities

Clear responsibilities are assigned to ensure effective implementation, oversight, and continuous improvement of health and safety practices across IOIS operations.

- The Chief Executive Officer (CEO) holds overall accountability for health and safety within IOIS. This includes ensuring that appropriate governance arrangements, resources, and systems are in place to support a safe learning and working environment and to meet organisational and regulatory obligations.

- The Academic Manager / RTO Manager is responsible for overseeing the implementation of this Health and Safety Policy and Associated Procedures. This role includes coordinating health and safety activities, investigating reported incidents and hazards, approving corrective and preventative actions, and ensuring that outcomes are monitored and reviewed.

- Trainers and Assessors are responsible for maintaining safe training and assessment practices. This includes conducting routine risk checks of facilities, equipment, and learning environments, providing clear safety guidance to students, reporting hazards and incidents promptly, and ensuring that students are supported to participate in activities safely.

- The Administration Officer is responsible for maintaining accurate and up-to-date health and safety records. This includes the Incident Register, Risk Register, and Continuous Improvement Register, and ensuring that documentation is securely stored and accessible for review and audit purposes.

- Students are responsible for complying with safety instructions and procedures, using equipment and facilities appropriately, and acting in a manner that does not place themselves or others at risk. Students must promptly report any hazards, incidents, or unsafe conditions to IOIS staff to support a safe and responsive learning environment.

6. Related Documents

- Student Handbook
- Trainer Induction Guide
- Risk Register
- Incident/Hazard Report Form
- Incident Register
- Continuous Improvement Register
- Student Support Policy

Document Version Control

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1.0	IOIS Health and Safety Policy and Associated Procedures *V1.0*	July 2025