



ZENITH INNOVATION INSTITUTE
UNPARALLELED EXCELLENCE

Staff Training Module

Student Wellbeing and Safety on Campus

Managing Student Grievances



Welcome and Acknowledgement of Country

Zenith Innovation Institute
acknowledges the Gadigal people of
the Eora nation as the traditional
custodians of the lands where Zenith
Innovation Institute's campus is
situated, and pay our respect to elders
past and present





Objective of this Module

- Student wellbeing and safety, and satisfaction is a priority for Zenith Innovation Institute (Zenith)
- This Staff Training Module has been prepared to raise your awareness of:
 - The regulatory framework under which Zenith operates
 - Key policies related to student wellbeing and safety
 - Actions that can be taken to support students
 - How student grievances are managed

Higher Education Regulatory Framework

- As a registered Higher Education Provider under the Tertiary Education Quality and Standards Agency Act 2011, Zenith needs to comply with the Higher Education Standards Framework (Threshold Standards) 2021 (**HESF**)
- One of Zenith's key priorities is student support, access, and wellbeing, in line with the requirements of the Higher Education Standards Framework (HESF) Section 2.3 on Wellbeing and Safety.
- So, what is 'wellbeing and safety'?
- The regulator, TEQSA, advises that they are to be 'used in their ordinary meanings, broadly encompassing 'overall wellness' and 'freedom from harm' respectively.'
- The TEQSA Guidance Note: Wellbeing and safety states that:

The HES Framework broadly contemplates a provider recognising that it has a range of responsibilities to students and, in so doing, taking active responsibility for fostering an environment of wellbeing and safety for its students.
- The other HESF requirement, under Section 2.4, is that Zenith must have mechanisms for resolving student grievances:
 - About any aspects of their experience with Zenith, and
 - That delivers timely resolution of formal complaints or appeals.

Key Wellbeing and Safety Documents

- Zenith has put in place a suite of policies and procedures to promote and encourage a safe and secure environment for students
- Listed below are the key documents and key points:
 - Critical Incident and Emergency Management Policy and Procedure
 - Critical incidents are incidents that are traumatic and cause extreme stress, fear or injury
 - They should be reported immediately by students to Student Services or by staff to their line manager
 - Critical incidents will then be managed by a member of the Critical Incident Team (**CIT**), formed in response to a critical incident. The CIT is led by the CEO, comprising key staff members, including representatives from Student Services, Academic Affairs, Facilities Management, and Human Resources. The CIT membership list will be publicly available to staff and students, with regular updates communicated through internal channels, including the staff/student handbooks. The CIT will ensure that site-specific emergency plans and procedures are maintained, implemented, and communicated regularly.
 - The CIT will then record and report the incident to the Governing Board (GB)
- Health and Safety Policy and Procedure
 - Zenith will eliminate or minimise any hazards and risk to health and safety as soon as reasonably practicable
 - Zenith will have a first aid officer and a fire warden. They will be chosen from a member of staff and will receive the necessary training, their details will be published on the website and on posters throughout the campus.
 - A first aid kit and equipment will be accessible at public access points and maintained
 - Zenith's campus promotes safety through having strategically positioned security cameras that do not compromise the privacy of students and staff
 - Fire exits are clearly marked across the campus and fire evacuation diagrams around the campus clearly identify and describe these locations.
 - Emergency contact details will be published on the website for 24X7 access.
- Sexual Assault and Sexual Harassment Policy and Procedure
 - Allegations of sexual assault and/or sexual harassment are taken very seriously at Zenith
 - Sexual assault is any unwanted and forced sexual act or behaviour without consent, including groping and inappropriate touching of a sexual nature
 - Sexual harassment is any unwelcomed sexual advances, request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated. Some examples include unwelcome touching, staring or leering, suggestive comments or jokes, insults or taunts based on sex and sexually explicit emails or SMS text messages
 - Sexual harassment can also occur online (through social media platforms for example)
 - Any staff who are informed by a student that they have experienced sexual assault or sexual harassment should:
 - Take action immediately by reporting the same to the Trained Support Personnel
 - Respect the student's confidentiality and privacy and ensure that you refer them to the Trained Support Personnel for additional support if required.

- Refer to the various SASH posters and contact details that are available around the campus.
- Anti-Racism and anti-discrimination at Zenith
 - Zenith is committed to fostering an inclusive, respectful, and equitable environment that explicitly addresses racism and any forms of discrimination as a critical issue.
 - Racism is defined as any prejudice, discrimination, or antagonism directed against an individual or group based on their race, ethnicity, or cultural background.
 - Discrimination is defined as any prejudice, unfair treatment, or exclusion directed against an individual or group based on characteristics such as gender, religion, culture, language, appearance, or other personal attributes. This includes bias, stereotyping, and barriers that disadvantage individuals in education, employment, or social participation
 - Allegations of racism will be taken seriously and addressed promptly to ensure the safety and wellbeing of all members of the Zenith community.
 - Students and staff who experience or witness acts of racism should report the incident immediately to Student Services Manager.
 - Reports of racism will be managed confidentially and respectfully by trained staff, ensuring the complainant feels supported throughout the process.
 - Zenith will investigate all reported incidents thoroughly and impartially, with appropriate action taken against perpetrators.
 - Educational workshops and initiatives will be conducted to promote cultural awareness and understanding across the Institute.
- Student Support Framework
 - Zenith offers a range of academic and non-academic student support services, addressing both physical and mental wellbeing to ensure a supportive learning environment. Most services are cost-free, while others may incur minimal fees, which will be clearly communicated to students. Zenith's student support services include:
 - Academic Support: One-on-one consultations by appointment or referral from academic staff. Academic staff are available for individual student consultations for two hours per week.
 - Wellbeing Support: Assisting students in accessing counselling services, including making appointments on their behalf.
 - Local Support: Providing information about the local area and services to assist students in settling into their new environment.
 - Arrival Support: Meeting international students at the airport, transporting them to their accommodation, and assisting with their immediate needs.
 - Specialised Support for SAR (Students at Risk) and ATSI (Aboriginal and Torres Strait Islander) Students: Providing tailored support, including academic guidance, mentorship, and wellbeing services to address their unique needs.
 - Accessibility and Inclusion: Support for students with disabilities, cultural and language barriers, and other specific needs, ensuring equal access to learning opportunities.
 - Financial and Housing Assistance: Guidance on accommodation, budgeting, and available financial aid options.

How to Support Student Wellbeing and Safety

Keep the following important phone numbers in your office or at your desk:

- 000 – Emergency
- 131 444 – NSW Police
- 1800 333 000 – Crime Stoppers
- 131 450 – Translating and Interpreting Service
- 131 114 – Lifeline Counselling Service
- 131 881 – Department of Home Affairs
- 1300 362 072 – Overseas Student Ombudsman
- 1800 651 650 – Resolution Institute
- =Remember that:
- In relation to critical incidents, and any hazards and risks to health and safety:
 - Students should report incidents or hazards promptly to Student Services in person, via email xx@zenith.edu.au, or by phone (XX XXXX XXXX)
 - Staff should report incidents or hazards to their line manager in person, via email, or by phone
- Sexual assault and sexual harassment are serious incidents that should be managed sensitively, confidentially and privacy of the victim respected

Managing Student Grievances

- Student grievances are managed through two key documents:
 - Student Grievance Policy and Procedure
 - Student Appeals Policy and Procedure
- The following student grievances are not managed by the Student Grievance Policy and Procedure:
 - Academic progress, assessment and academic integrity
 - Student refunds
 - Student misconduct
- For other grievances, :
 - Encourage students to resolve this informally or with a support person (eg. a friend) present if they wish
 - Students can lodge a formal grievance if informal resolution failed or the matter is sensitive (e.g. sexual harassment)
 - The grievance can be minor or major. The Student Services Manager will determine this and progress it accordingly
 - Students dissatisfied with the outcome of their formal grievance, they can appeal the decision, under the Student Appeals Policy and Procedure
 - The scope of the Student Appeals Policy and Procedure is broader than the grievance policy and covers other policies and procedures, such as the Qualifications Pathways Policy and Procedure
 - Under the Student Appeals Policy and Procedure, appellants have the right to seek external avenues of appeal if they are dissatisfied with the outcome of internal appeals processes
- External avenues are:
 - The Resolution Institute (for all students)
 - The Commonwealth Ombudsman (for international students only)
 - Their phone numbers are listed as important numbers to keep close by
 - Flowcharts of the grievance and appeal process are provided in the next page



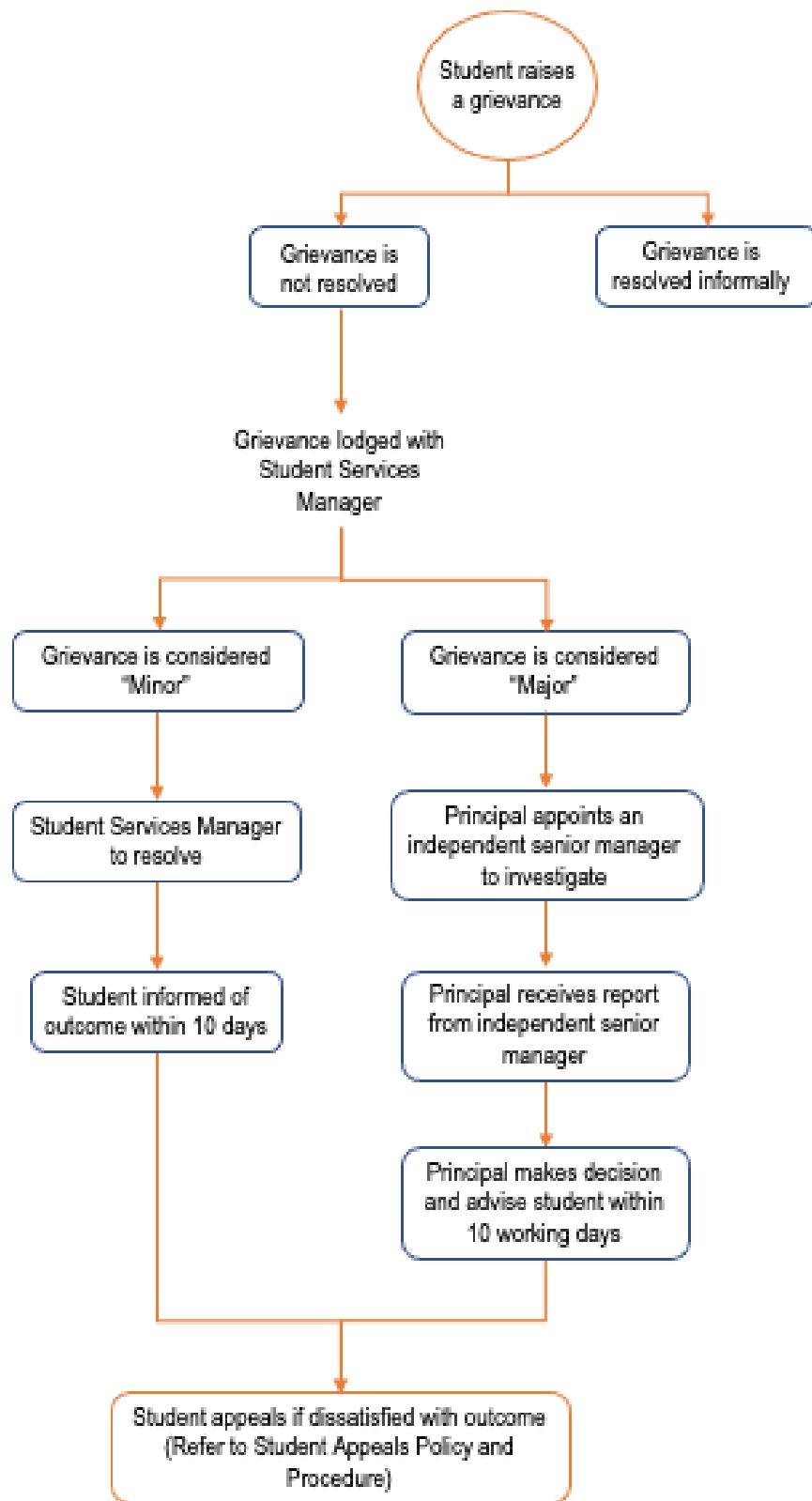
Confidentiality and Protection from Recrimination

- Zenith is committed to ensuring that all student support requests, feedback, complaints, and appeals are handled with strict confidentiality and without any risk of recrimination or adverse consequences for students. Any breach of confidentiality or retaliation against a student for raising concerns will be considered serious misconduct and a violation of the Staff Code of Conduct, subject to disciplinary action.

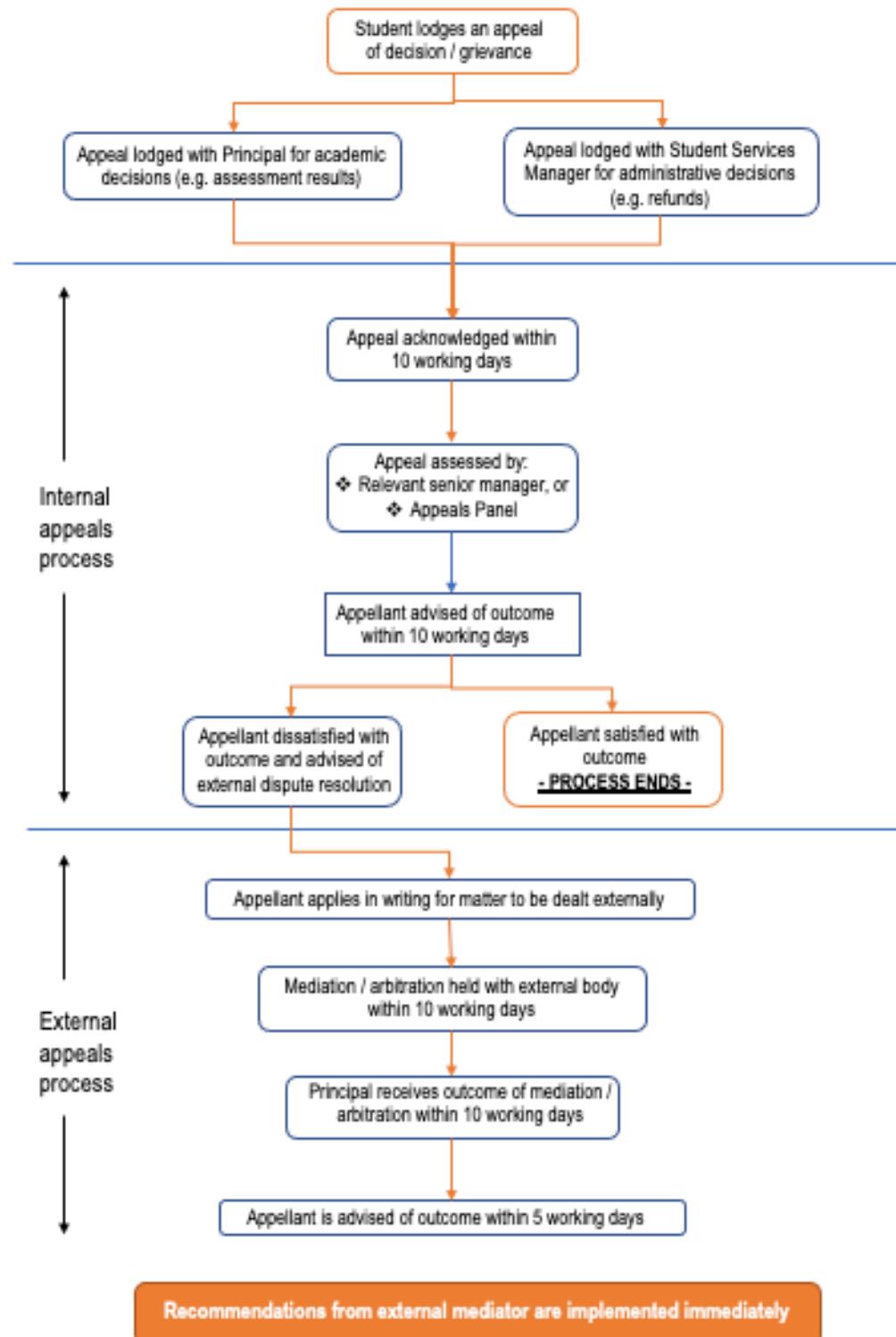
Staff Feedback and Continuous Improvement

- To support continuous improvement and self-assurance, staff are encouraged to provide feedback on student support services, policies, and operational processes. All staff feedback should be formally reported to the Academic Dean or CEO, who will review and integrate relevant suggestions into quality enhancement initiatives at Zenith.

Student grievance process flow diagram



Student appeals process flow diagram



Any questions?

Version history

Version	Changes	Approval Body	Approval Date
1.0	Original version	Governing Board	
1.1	Added Anti-Racism section under “Key Wellbeing and Safety Documents”	Governing Board	20 Jun 2024
1.2	<p>Under Higher education regulatory Framework reworded “One of the requirements under the HESF that Zenith must comply with relates to Wellbeing and Safety (see Section 2.3 of the HESF)” to “One of Zenith’s key priorities is student support, access, and wellbeing, in line with the requirements of the Higher Education Standards Framework (HESF) Section 2.3 on Wellbeing and Safety”</p> <p>Under Key Wellbeing and Safety documents expanded CIT details. Provided more details for first aid and fire warden “their details will be published on the website and on posters throughout the campus” Added fire exists and emergency contacts</p> <p>Elaborated more actions under the SASH section</p> <p>Under anti-discrimination added definition for discrimination</p> <p>Rewrote the Student Support framework to ensure that it covers both academic and non-academic support services.</p> <p>Under services not managed under student grievances deleted “Sexual assault and sexual harassment”</p> <p>Added section for Staff Feedback and Confidentiality</p>	GB	27 Feb 2025