



## **Work Health, Safety and Wellbeing (WHS) Policy**

### **Document Control**

- Policy Name: Work Health, Safety and Wellbeing (WHS) Policy
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- Responsible Person: Jason Hartwell (CEO)

### **1. Purpose**

Australian Operator Training is committed to ensuring a safe, supportive, and inclusive learning environment that protects the physical and psychological wellbeing of all learners, staff, contractors, and visitors.

This policy establishes a systematic, risk-based approach to identifying, managing, and monitoring hazards to ensure:

- Learners can participate safely in all training and assessment activities
- Risks are effectively controlled and continuously reviewed
- Safety requirements specific to each training product are identified and applied
- The organisation meets obligations under the Standards for RTOs 2025 and relevant WHS legislation

### **2. Scope**

This policy applies to:

- All students
- Trainers and assessors
- Staff and contractors
- Visitors and third parties involved in training or assessment activities
- All training delivery environments, including third-party and workplace locations

### **3. Legislative and Standards Framework**

This policy is aligned with:

- 2025 Standards for RTOs, including:
  - Outcome Standard 2.1 – Safe and Supportive Learning Environment
  - Outcome Standard 2.6 – Learner Wellbeing
- Work Health and Safety Act 2011 (QLD)
- Work Health and Safety Regulation 2011 (QLD)
- Relevant Codes of Practice
- Training package and industry safety requirements

### **4. Policy Statement**

Australian Operator Training ensures that:

- All training and assessment is conducted in environments that are safe, fit-for-purpose, and appropriate to the training product
- Safety requirements specific to each unit of competency and training product are identified and implemented
- Risks to health, safety, and wellbeing are identified, assessed, and controlled so far as is reasonably practicable
- Learners are able to participate safely regardless of their individual needs, capabilities, or circumstances
- Psychological safety is promoted, and learners are protected from harm including bullying, harassment, and unsafe behaviours
- Training facilities, equipment, and resources are regularly verified as safe, current, and suitable for each training product and learner cohort

No training or assessment activity will proceed unless it can be delivered safely for all participants.

### **5. Learner-Centred Safety Approach**

Safety management is adapted to individual learner needs, including:

- Language, literacy and numeracy (LLN) levels
- Physical capabilities and disabilities
- Cultural and language considerations
- Mental health and wellbeing factors

Reasonable adjustments are implemented where required to ensure learners can participate safely without compromising training outcomes.

Learner safety requirements are identified through:

- Pre-enrolment processes
- LLN assessment
- Trainer observations
- Ongoing learner feedback

## **6. Roles and Responsibilities**

### **Chief Executive Officer**

- Ensure WHS compliance across all operations
- Provide adequate resources to implement this policy
- Monitor WHS performance and continuous improvement outcomes
- Maintain WHS systems, registers, and documentation
- Monitor compliance with legislation and Standards
- Analyse incident and hazard data and report trends

### **Trainers and Assessors**

- Deliver training in a safe and supportive manner
- Identify hazards and implement control measures
- Ensure learners understand and follow safety requirements
- Safety requirements are documented within each Training and Assessment Strategy and applied during delivery.
- Monitor learner capability and adjust delivery as required
- Report hazards, incidents, and concerns promptly

### **Staff and Contractors**

- Comply with WHS requirements
- Participate in safety processes
- Report hazards, risks, and incidents

### **Learners**

- Follow all safety instructions and procedures
- Use equipment and PPE correctly
- Report hazards or unsafe conditions
- Act in a manner that does not endanger themselves or others

## **7. Hazard Identification and Risk Management**

### **7.1 Hazard Identification**

Hazards are identified through:

- Pre-training risk assessments
- Site inspections
- Trainer observations
- Learner feedback
- Incident investigations
- Training product safety requirement reviews

### **7.2 Risk Assessment and Control**

- Risks are assessed based on likelihood and consequence
- Control measures are implemented using the hierarchy of control:
  - Elimination
  - Substitution
  - Engineering controls
  - Administrative controls
  - Personal Protective Equipment (PPE)

### **7.3 Learner-Specific Risk Controls**

Controls are adapted to ensure individual learners can participate safely, including:

- Supervision ratios are determined based on risk level, learner capability, training product requirements, and environment.
- Modified tasks or environments
- Additional instruction or support

### **7.4 Third-Party and Site-Specific Risk Management**

- Site-specific risk assessments are conducted for all third-party or workplace delivery locations
- External site conditions, equipment, and supervision arrangements are verified prior to delivery
- Training will not proceed where site risks cannot be adequately controlled
- The RTO retains responsibility for ensuring all third-party delivery environments meet WHS, training package, and Standards for RTOs 2025 requirements
- Third-party sites are approved prior to delivery and periodically reviewed to ensure ongoing compliance

## **7.5 Review of Controls**

- Controls are reviewed regularly and following incidents
- Adjustments are made to ensure effectiveness

## **8. Safe Training Delivery**

To ensure safe participation, the organisation:

- Conducts safety briefings prior to all practical activities
- Ensures appropriate supervision ratios
- Requires and enforces use of PPE
- Confirms learner readiness before high-risk tasks
- Applies unit and training-product-specific safety requirements
- Stops training immediately if unsafe conditions arise

Training is delivered in accordance with:

- Training package requirements
- Industry standards
- Licensing and regulatory requirements (where applicable)

## **9. Psychological Safety and Wellbeing**

The organisation promotes a safe and supportive learning environment by:

- Preventing bullying, harassment, discrimination, and unsafe behaviours
- Providing access to support services where required
- Encouraging respectful communication and behaviour
- Allowing learners to raise concerns confidentially without fear of disadvantage

Wellbeing considerations are integrated into training delivery and learner support processes.

## **10. Incident and Hazard Reporting**

### **10.1 Reporting**

All incidents, near misses, and hazards must be reported:

- Immediately to a trainer or staff member
- Through formal reporting systems

## **10.2 Response Timeframes**

- Immediate action taken to ensure safety
- Incidents recorded within 24 hours
- Investigations commenced within 2 business days

## **10.3 Investigation and Outcomes**

- Root causes are identified
- Corrective actions are implemented
- Outcomes are monitored for effectiveness
- Serious incidents or uncontrolled risks are escalated immediately to senior management and may result in suspension of training activities until risks are controlled

## **10.4 Records Management**

Records are maintained in:

- Incident Register
- Hazard Register

Records are retained and made available for audit.

Compliance with this policy is verified through scheduled internal audits, validation activities, and operational monitoring.

## **11. Emergency Management**

The organisation maintains procedures for:

- Fire and evacuation
- Medical emergencies
- Critical incidents

All learners and staff are:

- Informed of emergency procedures during induction
- Trained in emergency response requirements relevant to their role
- Provided with information on emergency exits and assembly points

Emergency drills are conducted where appropriate.

## **12. Consultation and Communication**

The organisation ensures effective consultation by:

- Encouraging reporting of hazards and concerns
- Seeking learner and staff feedback
- Conducting regular safety discussions in meetings and training sessions
- Using structured consultation mechanisms to capture and act on safety feedback

## **13. Training and Competency**

- Staff and trainers receive WHS training relevant to their role
- Trainers are competent in WHS risk identification, control implementation, and adapting safety practices to learner needs.
- Learners receive safety instruction prior to participation
- Records of training, inductions, and competency are maintained

## **14. Monitoring and Continuous Improvement**

The organisation evaluates the effectiveness of this policy through:

- Analysis of incident and hazard trends
- Learner feedback on safety and wellbeing
- Internal audits and reviews
- Monitoring of corrective actions

Procedures, tools, and records supporting this policy (including risk assessments, safety checklists, and induction records) are maintained and used consistently across all training activities.

Documented evidence of WHS processes is maintained and includes risk assessments, safety checklists, induction records, incident reports, and training records. These are retained and made available for audit and review.

Improvements are recorded in the Continuous Improvement Register.

## **15. Environmental Responsibility**

The organisation minimises environmental impact by:

- Reducing waste and emissions where practicable
- Managing environmental risks associated with training activities

## **16. Related Policies and Procedures**

This policy must be read in conjunction with:

- Risk Management Procedure
- Incident Reporting Procedure
- Student Support Policy
- Critical Incident Policy
- Student Code of Conduct

## **17. Review**

This policy will be reviewed:

- Annually, or
- Following significant incidents or regulatory changes
- This document is version-controlled. Changes are recorded, and the current version is maintained to ensure accuracy and compliance.

## **18. Approval**

Jason Hartwell

Chief Executive Officer

Australian Operator Training

Date: 1 January 2026