



Health and Safety Policy

Purpose

This policy and procedure outlines how Xpert Solutions identifies, manages and monitors health, safety and wellbeing risks affecting students, staff, contractors and visitors.

Xpert Solutions is committed to maintaining safe, healthy and supportive learning and working environments.

This policy supports compliance with:

- 2025 Standards for Registered Training Organisations (RTOs)
- Work Health and Safety legislation
- ESOS Act and National Code
- relevant State and Territory legislation.

The policy applies to all campuses, work placement environments, online learning environments and workplace activities conducted by Xpert Solutions.

Definitions

Hazard: Anything with the potential to cause injury, illness, harm or damage.

Risk: The likelihood and consequence of a hazard causing harm.

Incident: Any unplanned event that results in or could have resulted in injury, illness, damage or disruption.

Wellbeing: A person's physical, mental, emotional and social health.

Self-Assurance: The systematic monitoring and review activities used to evaluate the effectiveness of health and safety systems

Policy Statement

Compliance with legislation

Xpert Solutions meets the requirements of the WHS legislation for the State/Territory in which it is based and complies with all other relevant legislation, regulations, codes of practice, advisory and best practice standards.

Organisation responsibility and commitment

Xpert Solutions is committed to:



- Providing a safe and healthy environment for all staff, students, contractors and visitors and others during their participation in activities with Xpert Solutions.
- Implementing effective risk management systems that are relevant and suitable for the organisation's scope of business.
- Promoting workplace health and safety at all times.
- Continuously improving performance in relation to health and safety.
- Encouraging active participation, cooperation and consultation with all staff and others in the promotion and development of measures to improve health and safety.
- Actively responding to, recording and investigating all incidents.
- Maintaining relevant policies, procedures, training, codes of conduct and systems to support and communicate effective health and safety practices throughout the organisation.
- Routinely conducting checks of the work environment to assess risks, identify hazards and identify areas for improvement.
- Taking immediate response to reduce the risk of identified workplace hazards.
- Providing appropriate induction, training, information and updates to staff, students and others on a regular basis about workplace health and safety.
- supporting student wellbeing
- maintaining psychologically safe learning environments
- supporting mental health awareness
- providing safe online learning environments
- supporting accessibility and inclusion
- preventing bullying, harassment and discrimination
- managing safety risks associated with work placements.

Risk Management

Xpert Solutions applies a risk management approach to health and safety.

Risk management activities include:

- identifying hazards
- assessing risks
- implementing controls
- monitoring effectiveness of controls
- reviewing risks regularly.

Risk controls will follow the hierarchy of controls wherever practicable.

Mental Health and Wellbeing

Xpert Solutions recognises that mental health and wellbeing are important components of a safe learning and working environment.

Students and staff may be referred to appropriate support services where required.



Support may include:

- counselling services
- crisis support services
- welfare services
- external mental health providers
- emergency services where required.

Immediate escalation procedures apply where there is:

- risk of self-harm
- suicide risk
- threats to others
- serious welfare concerns.

Online Learning and Digital Safety

Xpert Solutions provides safe online learning environments.

Risks relating to:

- cyberbullying
- online harassment
- inappropriate online behaviour
- privacy breaches
- digital safety

will be managed in accordance with organisational policies and procedures.

Staff responsibility

All staff are responsible for:

- working safely
- reporting hazards, risks and incidents
- supporting student safety and wellbeing
- complying with emergency procedures
- maintaining safe learning environments
- identifying and reporting welfare concerns
- participating in health and safety training.



Staff working remotely or from home must:

- maintain safe work environment
- ensure ergonomic workstation arrangements
- report hazards or incidents
- comply with organisational health and safety requirements.

Health and safety consultation and communication

Health and safety consultation and communication will be carried out as follows:

- Team meetings (where work health and safety is always an agenda item).
- One off meeting to discuss health and safety issues arising.
- Briefing sessions on new health and safety requirements/information.

Records of all meetings will be kept and action plans to address issues will be drawn up as required.

Follow up of actions to be taken will occur through regular team meetings.

Health and safety consultation may include:

- staff meetings
- student feedback
- WHS inspections
- incident reviews
- risk assessments
- emergency planning reviews.

Outcomes of consultation must be documented and monitored.

Reporting

All staff, students, contractors and visitors must report:

- hazards
- near misses
- injuries
- illnesses
- safety concerns
- welfare concerns
- unsafe behaviours



- incidents.

Reports must be submitted as soon as practicable.

Appropriate records of the organisation's risk management strategy, workplace hazards and workplace injuries will be accurately maintained at all times.

Records maintained may include:

- risk assessments
- hazard reports
- incident reports
- near miss reports
- inspection records
- training records
- emergency drill records
- corrective actions
- wellbeing referrals.

Records must be maintained securely and retained according to organisational record retention requirements.