

Child Safety and Wellbeing Policy and Procedure

1. Purpose

This policy affirms the Australian College of Business Intelligence's (ACBI/the College) commitment to providing a safe, inclusive, and supportive environment for its cohort of domestic students under 18 years of age, who are enrolled in online study. It outlines ACBI's responsibilities and procedures for identifying, managing, and responding to risks to the safety and wellbeing of underage students, in alignment with child safe principles and relevant legislation.

In accordance with Standard 4.3(d), this policy ensures that risks to the safety and wellbeing of VET students under 18 are identified, mitigated, and reviewed. ACBI acknowledges its obligations to uphold the National Principles for Child Safe Organisations and implement best practice in content design, delivery modes, staff suitability, cultural safety, and family engagement.

2. Policy Statement

ACBI is committed to:

- Upholding the safety, rights, and wellbeing of all young people involved in its services.
- Embedding the National Principles for Child Safe Organisations in its governance, operations, and culture.
- Promoting equity and inclusion, ensuring the participation and empowerment of Aboriginal children, students with disabilities, and those from diverse cultural or linguistic backgrounds.
- Preventing and responding effectively to all forms of abuse, neglect, or harm.
- Building and maintaining a safe online learning environment.

3. Responsibilities

CEO: Endorses this policy and ensures a child-safe culture is embedded in governance structures.

Compliance Manager: Maintains the policy, monitors implementation, and ensures regulatory alignment and acts as the designated Child Safety Officer.

Trainers and Assessors: Who deliver courses that accept students under 18 years of age must complete and maintain Working with Children Checks (WWCCs), adhere to the Child Safety Code of Conduct, and receive induction in child safety responsibilities.

All Staff: Must comply with this policy and report concerns immediately.

4. Requirements.

Standards for RTOs 2025 – Standard 4.3 (2) (d) where it offers training or assessment to VET students aged under 18 – risks to their safety and wellbeing associated with the organisation's delivery of the training or assessment are identified and managed:

- i. by having regard to the training content and modes of delivery; and
- ii. in accordance with the National Principles for Child Safe Organisations, as in force from time to time.

Note: Section 191A of the Act permits this instrument to make provision in relation to a matter by applying, adopting or incorporating any matter contained in another instrument or other writing as in force or existing from time to time.

- [National Principles for Child Safe Organisations](#)

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- Relevant State/Territory Child Protection Acts
- Working with Children Check legislation

5. Scope

This policy applies to all staff, contractors and students involved in the online delivery of VET programs to learners under the age of 18.

6. Procedure

To support a child safe environment, ACBI takes a proactive and structured approach to identifying, managing, and responding to risks affecting students under 18.

Currently, ACBI only offers online delivery for domestic students under 18 for specific courses and does not offer in-person study for applicants under 18 or accept underage CRICOS students.

Each course involving students under the age of 18 is subject to a formal child safety risk assessment. This process considers the age group, mode of delivery, the nature of the training content, and the learning environment. The risk assessment is documented using the *Child Safety Risk Assessment Template*.

All relevant staff must hold a current Working with Children Check and be recorded in the *Child Safety Staff Screening and Induction Register*. The Compliance Manager ensures that records are up to date and validated prior to any contact with child students.

Relevant staff are defined as individuals working with or coming into communication with students under 18 where ACBI delivers online training, including training, assessment, administration, and student support services.

New staff and contractors are inducted using the *Child Safety Staff Screening and Induction Register*, which includes a review of the Child Safety and Wellbeing Policy, the Code of Conduct, and procedures for responding to disclosures or concerns. Annual refresher training is provided to all staff as part of the professional development cycle.

If any staff member forms a reasonable belief that a child is at risk of harm or abuse, they must report their concern immediately to the Compliance Manager, who acts as the designated Child Safety Officer. Reports must be documented using the *Critical Incident Report Form*. Where required, concerns are escalated to child protection authorities and support is provided to the affected student.

Children and families are informed of their rights, complaint pathways, and ACBI commitment to safety through induction sessions and the organisation's website. Families are encouraged to participate in decisions that affect their child's learning experience and safety.

The policy is reviewed annually and whenever there is a significant incident or change in legislative requirements. The Compliance Manager monitors implementation through incident data, internal audits, and feedback from children, families, and staff.

Procedure Table

Step	Action	Responsibility	Timing
1	Confirm that delivery to students under 18 is limited to approved online courses only and that no in-person or CRICOS enrolment is permitted for underage students.	Compliance Manager	Prior to course approval and enrolment

2	Identify whether a course involves students under 18 and determine applicability of child safety requirements.	Compliance Manager	Prior to delivery of each course
3	Conduct and document a Child Safety Risk Assessment using the approved template, considering age group, online delivery mode, training content, and learning environment.	Compliance Manager	Before course delivery and when changes occur
4	Ensure all relevant staff (training, assessment, admin, student support) hold a current WWCC and are recorded in the Child Safety Staff Screening and Induction Register.	Compliance Manager	Before staff commence duties involving under 18s
5	Induct all new staff and contractors using the Child Safety Staff Screening and Induction Register, including review of policies, Code of Conduct, and reporting obligations.	Compliance Manager	At commencement
6	Provide annual child safety refresher training to all relevant staff as part of professional development activities.	Compliance Manager	Annually
7	Deliver training in a controlled online environment, ensuring communication with students occurs only through approved organisational systems.	Trainers, Assessors, Student Support Staff	Ongoing during delivery
8	Report any suspected risk, harm, or abuse immediately to the Compliance Manager (Child Safety Officer) and document using the Critical Incident Report Form. Escalate to authorities where required and provide student support.	All Staff (reporting), Compliance Manager (action)	Immediately upon concern
9	Report any suspected risk, harm, or abuse immediately to the Compliance Manager (Child Safety Officer) and document using the Critical Incident Report Form. Escalate to authorities where required and provide student support.	Compliance Manager	Ongoing; formally annually or as required

7. Policy Implementation

The policy is implemented via mandatory training, HR screening procedures, and clear reporting structures. Children and families are informed of their rights and safety mechanisms via the website and student induction sessions. Policy implementation is overseen by the Compliance Manager.

8. Review and Continuous Improvement

The effectiveness of the Child Safety and Wellbeing Policy is evaluated through incident reports, staff feedback, and annual review of risk controls. Continuous improvement actions are tracked via the Continuous Improvement Register.

Document Control

Version number:	V1.0	Approved by:	Fabio Mejia
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Standards: Standards for RTOs 2025 - 4.3 (2) (d)			

Version History:

Version	Date	Author	Reason	Sections
1.0	28/01/2026	Sam Hartley	Initial release	All

Appendix 1 - Child Safety Code of Conduct

This Code of Conduct outlines the behavioural expectations of all staff and contractors engaged with ACBI in delivering services to students under the age of 18. It supports a culture of child safety, wellbeing, and respectful engagement consistent with the National Principles for Child Safe Organisations.

1. Scope

This Code applies to all individuals working with or coming into communication with students under 18 where ACBI delivers online training, including training, assessment, administration, and student support services.

2. Principles of Conduct

All staff must:

- Prioritise the safety and wellbeing of children in all actions and decisions.
- Uphold the rights of children and treat them with dignity, equality, and respect.
- Act in accordance with relevant laws and the Child Safety and Wellbeing Policy and Procedure.

3. Acceptable Behaviour

All persons to whom this Code applies are expected to:

- Follow organisational policy and procedures for child safety, including reporting obligations.
- Take all reasonable steps to protect children from harm or risk of harm.
- Listen to and value the input and concerns of children.
- Maintain clear professional boundaries with students at all times.
- Use respectful language and behaviour in all interactions.
- Participate in induction and ongoing child safety training.
- Promote a safe, inclusive, and culturally sensitive environment for all students.

4. Unacceptable Behaviour (Online Delivery Context)

The following behaviours are strictly prohibited:

- Engaging in any form of child abuse, including physical, emotional, sexual abuse, or neglect.
- Using abusive, discriminatory, or threatening language or behaviour.
- Requesting, sharing, or storing personal contact details of a student for non-approved purposes.
- Being alone with a child in an enclosed or unobservable space.
- Developing personal relationships or contact with students outside of ACBI duties.
- Offering gifts, special treatment, or favouritism towards any student.
- Photographing or recording students without consent and without a clear educational or organisational purpose.
- Failing to maintain professional boundaries in online interactions, including inappropriate familiarity, informal conduct, or behaviour that could be reasonably perceived as exploitative or grooming.

5. Breach of Code

Any breach of this Code will result in disciplinary action and may be reported to relevant authorities. This may include suspension, termination, or legal reporting obligations where harm or risk is identified.

Appendix 2 - Parent/Guardian Information Sheet (Child Safety and Wellbeing)

ACBI's Commitment to Keeping Your Child Safe

At ACBI, we are committed to providing a safe, respectful, and inclusive learning environment for all students, including those under the age of 18. We follow the National Principles for Child Safe Organisations and apply strict child protection policies to ensure your child's wellbeing.

What ACBI Does to Keep Students Safe

- All staff must hold a valid Working with Children Check (or equivalent).
- New staff are provided induction and training on ACBI's Child Safety Policy & Procedure and existing staff are provided with refresher training annually.
- Staff maintain clear professional boundaries and behavioural expectations.
- ACBI completes risk assessments for all courses open to students under 18.
- We support cultural safety, disability inclusion, and respectful communication.
- We ensure your child's voice is heard and respected.

Reporting Concerns

If your child or your family ever has a concern about safety or wellbeing, we encourage you to speak with us. We will treat your concern seriously and respectfully.

You can contact our Child Safety Officer via the below details:

Name: Sam Hartley (Admissions & Compliance Manager)

Phone: 1300 23 77 41

Email: sam.hartley@acbi.edu.au

We also provide a [Critical Incident Report Form](#) which your child or you may complete if preferred. All reports are treated confidentially and in line with child protection laws.

Complaints and Feedback

ACBI welcomes your feedback and supports your right to raise concerns. The *Student Complaints and Appeals Policy & Procedure* outlines how issues are managed and is available on the ACBI website.

You can:

- Contact our Compliance Manager directly per the above details
- Use our online contact form

Useful Information

The full Child Safety and Wellbeing Policy & Procedure is available on request or via our website and the *Child Safety Code of Conduct* (Appendix 1) sets out clear expectations for staff behaviour.

Support Services

Kids Helpline (24/7): 1800 55 1800/www.kidshelpline.com.au

Parentline (for adults): 1300 30 1300