

Purpose

The purpose of this policy is to ensure the safety and security of Opengate Institute students.

Scope

This policy applies to all students who have accepted a place at Opengate Institute and students currently enrolled at the Institute.

Responsibility

The Manager is responsible for the implementation of this policy and to ensure that staff and students are aware of its application and procedures.

Policy

- 1.1 All classes will be timetabled to finish between 8.00 am and 10 pm (7 days a week).
- 1.2 No classes will be timetabled for more than 8hrs per day, including breaks.
- 1.3 Where exceptions to 1.1 and 1.2 above are considered, it will be done so in the light of student welfare and personal issues.
- 1.4 All students will be provided with support service and welfare information at orientation, in handbooks and through notices supplied by student support staff and other staff.
- 1.5 Opengate Institute will have counsellors available to students to discuss issues that may be adversely impacting on their studies.
- 1.6 All staff are expected to exercise a legitimate concern for students and to assist them as best they can and as appropriate to the staff member's position.
- 1.7 Opengate Institute has a Student Complaints and Appeals Procedure, so that students can discuss issues with support staff and to appeal decisions with which they are dissatisfied.
- 1.8 Opengate Institute has a critical incident policy and procedure which includes emergency evacuation procedures.

On Campus Security

Western Sydney University Richmond campus has security staff on call 24/7. All students will be given access to security contact details in the event of needing their services. Security office is located within walking distance of Opengate Institute building P2.