SUPERVISION RATIO AND STUDENT MONITORING POLICY

Under-18 Short-Term Study Tours and Summer Camp Programs

Document owner	Chief Executive Officer
Operational lead	Study Tour Program Coordinator
Version / status	1.1 | Approved
Review cycle	Annually and following a significant incident or legal change

1. Purpose

The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy (SBTA), SBTA Culinary Institute, SBTA Community Care and The Sydney English Language Academy (SELA), collectively "The Academy", establishes minimum supervision and monitoring arrangements for students under 18 participating in short-term study tours and summer camps. The aim is to minimise foreseeable risks and ensure clear accountability for student safety, welfare and timely response to concerns.

2. Scope and duty of care

This policy applies to organised learning, excursions, activities, travel transfers undertaken as part of the program, and any accommodation or evening activities for which The Academy has accepted supervisory responsibility. It is designed principally for students aged 12–17 in Sydney, Brisbane and the Gold Coast; the Program Coordinator must assess other ages, visa settings and program models separately.

Supervision must be active and risk-based. Partner-organised accommodation, transfers and out-of-hours arrangements must be covered by a written responsibility allocation. Nothing in that allocation removes The Academy's duties during its own activities or its obligation to act on safety concerns brought to its attention.

3. Roles and responsibilities

- Chief Executive Officer: executive oversight and escalation of critical incidents.
- Program Coordinator: approves activity risk assessments, staffing, ratio adjustments, handovers, and emergency response arrangements.
- Supervisors and teachers: maintain direct oversight, attendance and head counts, manage transitions and immediately raise concerns.
- Overseas school/group leader: supports students and fulfils assigned duties only where responsibilities, eligibility and handover arrangements are documented.
- Accommodation organiser or host: supervises students during agreed accommodation periods and reports concerns under the written agreement; The Academy verifies relevant arrangements before program commencement.

4. Supervision ratios and risk assessment

Activity / group	Minimum operating standard
General base ratio, ages 12–17	1 suitable adult per 10 students (for example, two adults for 11–20 students).
Higher-risk activities or younger students	Documented assessment and additional supervisors or tighter controls where needed.
Changing activities or locations	Reassess staffing when numbers, environment or risks change.

The 1:10 ratio is The Academy's internal baseline, not a statement that law fixes a universal ratio for every study tour. A risk assessment must consider students aged 12–14, limited English, accessibility and health needs, crowds, transport, water, weather, night-time activity, behaviour and separation risk. An adult may count toward the ratio only if approved for the actual supervisory role, available throughout the activity, and not occupied with duties that prevent active supervision.

During structured activities, students must not be left without an assigned responsible adult. The Program Coordinator records the supervision roster, ratio decision and any additional controls before each program or significant excursion.

5. Classroom supervision and attendance

- A teacher or designated approved adult remains present during lessons; relief is formally arranged before anyone leaves.
- Record attendance at session start and after significant transitions. Investigate unexplained absence or late arrival immediately.
- Students may leave class or campus only under approved, documented arrangements and with appropriate supervision.
- Explain bathrooms, reception, safe meeting points, emergency exits and how to ask for help.

6. Excursions and structured free time

- Complete and approve excursion risk assessment, itinerary, venue suitability and weather contingency.
- Brief students about boundaries, supervision, buddy arrangements, water risks and what to do if separated.
- Allocate supervisory positions appropriate to visibility and movement (front/rear positions where useful).
- Conduct documented head counts before departure, before and after transport, at venue transitions and at final handover.
- Structured free time is permitted only within clear boundaries and time limits with supervisors visible and accessible; independent roaming is not permitted.

7. Transport

- Confirm operator, capacity, seat-belt and transport safety arrangements, meeting points and planned handovers.
- Account for every student before boarding and after disembarking; supervisors coordinate boarding and exits.
- Students remain with the group and follow transport staff directions; do not change carriages or vehicles without approval.
- Private-vehicle transport requires advance approval, appropriate insurance, driver and clearance checks and a documented risk assessment.

8. Accommodation and out-of-hours supervision

Accommodation is program-dependent. The Academy may arrange homestay, hotel or other accommodation, or an overseas partner may organise it independently. Before arrival, document who is responsible for screening, student handover, supervision, curfews, welfare checks, emergencies and relocation. The Academy must not claim to have inspected or approved independently arranged accommodation unless it has done so.

Where The Academy is responsible for hotel or other group accommodation, maintain an allocation register, defined curfews, suitable room-sharing arrangements, agreed welfare and night-time checks, controlled visitor access and an on-call supervisor. Staff must protect dignity and privacy when checking rooms. For independently arranged homestays, obtain appropriate screening assurances and escalation contacts under the Homestay Screening, Approval and Monitoring Policy.

9. Behaviour and safeguarding

Bullying, intimidation, harassment, unsafe conduct, unauthorised departure and breaches of safety instructions require prompt action. Responses must be proportionate and child-centred, including increased supervision, support, parent/guardian contact and removal from an activity where necessary. Refer child safety concerns to the Child Protection and Child Safety Policy and complaints to the Under-18 Complaints Procedure.

10. Missing or unaccounted-for student

Treat an unexpected absence or separation as an immediate safety incident. Do not wait 30 minutes before considering police assistance. The need to call Police depends on the assessed risk; call 000 immediately for imminent danger, suspected abduction, acute vulnerability or other emergency. Escalate promptly to Police on 131 444 or the relevant local service for non-emergency missing-person concerns as appropriate, without delaying urgent action.

1. Stop movement where safe, secure supervision of the remaining group, and verify the head count and last confirmed location.
2. Notify the Program Coordinator and other supervising adults immediately; allocate staff to safe, coordinated checks without leaving other children unsupervised.
3. Attempt contact through approved student/guardian channels; ask venue or transport personnel for assistance as appropriate.
4. Call emergency services promptly if the child's location or safety cannot be confirmed and risk warrants it; do not impose a fixed waiting period.
5. Notify Chief Executive Officer, parent/guardian and the responsible partner in a safe, coordinated sequence; record timing, decisions and actions.
6. When the student is found, complete an immediate welfare assessment, safe handover, incident report and review of controls.

11. Emergencies, medical concerns and communication

Call 000 for immediate danger or urgent Police, Fire or Ambulance response. Staff must know how to access relevant parent-authorised medical information, emergency medicines and interpreter support, consistent with privacy requirements. Report incidents immediately to the Program Coordinator and follow The Academy's emergency and critical incident procedures. Maintain a 24-hour emergency contact pathway where the program requires it.

12. Supervisor eligibility and induction

Before assignment, verify identity, relevant child-related-work screening and any required NSW Working with Children Check or Queensland Blue Card/exemption card based on the actual role and applicable law. These systems are jurisdiction-specific and a check in one state does not automatically substitute for another. Record

verification rather than merely accepting a card number. Approved personnel must complete child-safety induction, understand reporting and supervision responsibilities, and acknowledge this policy.

13. Monitoring and records

- Program risk assessments, approved ratios and supervisor rosters.
- Attendance, transition head counts, departure/arrival and handover records.
- Applicable accommodation responsibility agreements and placement-verification records.
- Incident, complaint, absence and medical-response records stored with restricted access.
- Post-program findings and corrective actions, including supervision changes.

Records must be accurate, access-controlled and retained in accordance with applicable privacy and records management requirements. Do not store detailed student medical information in general attendance or placement registers.

14. Breaches and corrective action

Failure to follow supervision arrangements must be acted on immediately to protect students. Depending on severity, action may include temporary removal from supervisory duties, retraining, formal investigation, disciplinary or contractual action and statutory reporting where applicable. Reportable child protection concerns must not be handled solely as internal disciplinary matters.

15. Related documents

- SBTA & SELA Child Protection and Child Safety Policy
- SBTA & SELA Under-18 Complaints Procedure
- Homestay Screening, Approval and Monitoring Policy
- Study Tour Emergency Response Plan
- Study Tour Parent/Guardian Consent and Medical Information Form
- Activity Risk Assessment; Attendance and Head Count Register; Incident Report

16. Review, authorisation and version control

Review at least annually or sooner after a material legislative change, safeguarding incident or operational finding. Management must approve the revised policy before use.

Version	Date	Author	Reviewed by:	Approval / effective date
1.0	13 Oct 2026	Jane Koch, CEO	Marcela Haddad, PEO	Draft format
1.1	Oct 2026	Revised draft for CEO / PEO review	Marcela Haddad, PEO	Approved – 26/10/2026

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