



Managing psychosocial challenges in VET

What are psychosocial challenges?

Psychosocial challenges are personal, social, emotional and/or environmental factors that affect a learner's ability to participate in training, engage in learning, complete assessments or achieve their goals.

REMEMBER: Training providers play a critical role in establishing the systems, processes, resources and culture that enable students to access appropriate support while ensuring teachers have the guidance, capacity and support needed to respond effectively to psychosocial challenges within the boundaries of their role.

What can training providers do?

Focus on these actions to strengthen your systems and enable better support for students.

1 LEAD & SET DIRECTION

- Embed a whole-of-provider approach to psychosocial support.
- Build leadership understanding, consistency and visibility.
- Communicate clear priorities and expectations.
- Foster a culture of respect, inclusion and wellbeing.

2 DESIGN & ALIGN SYSTEMS

- Strengthen policies, procedures and referral pathways.
- Clarify roles, responsibilities and boundaries for teachers.
- Ensure information is easy to access and up to date.
- Align systems across student support, teaching and operations.

3 BUILD CAPACITY & RESOURCES

- Provide practical tools, training and guides for staff.
- Build teacher confidence to recognise and respond within role boundaries.
- Improve access to specialist supports and partnerships.
- Ensure adequate resources are available and easy to use.

4 IMPROVE STUDENT ENTRY & READINESS

- Enhance pre-enrolment processes and needs assessment.
- Set clear expectations and select suitable courses.
- Provide early information and orientation about support.
- Promote learner accountability and realistic study readiness.

5 SUPPORT TEACHER WELLBEING

- Manage workload and compliance burdens.
- Provide access to wellbeing supports and employee assistance.
- Recognise and value teacher contributions.
- Build opportunities for professional agency and voice.
- Promote healthy boundaries and sustainable practices.

6 MONITOR & CONTINUOUSLY IMPROVE

- Use data and feedback to identify needs and gaps.
- Monitor the effectiveness of supports and systems.
- Evaluate actions and learn from outcomes.
- Drive continuous improvement and innovation.

Five key system conditions supported by these strategies

When training providers take action, these outcomes for students and teachers will improve.

1



Stronger leadership & support

Clear direction and consistent support across the provider.

2



Clear roles & efficient systems

Clarity, alignment and accessible processes reduce confusion and delays.

3



Improved student engagement & wellbeing

Better support and readiness lead to increased engagement, participation and learning success.

4



Supported & confident teachers

Teachers feel equipped, respected and supported to respond effectively within their role.

5



Stronger outcomes for all

Improved retention, completion and wellbeing for students and a sustainable teaching workforce.

Key principles



Adopt a whole-of-provider approach



Collaboration strengthens support



Early, proactive support makes a positive difference



Clear roles and boundaries build confidence



Support teachers to support learners

STRONG SYSTEMS. SUPPORTED LEARNERS. SUSTAINED TEACHERS.