

QUT Case Study



KEY ISSUE

QUT recognised the need to better equip staff and supervisors to understand, manage, and respond to psychosocial hazards in the workplace—particularly those unique to the university context. The goal was to create a clear, accessible, and practical learning pathway that could support a safe, inclusive, and high-performing academic environment.

CHALLENGES

With a large and diverse workforce, delivering consistent, engaging, and context-relevant training on psychosocial risks required a mix of scalable online content and deeper, role-specific face-to-face learning for supervisors. The challenge was not just about knowledge transfer, but ensuring that staff could apply the learning in a way that supports QUT’s broader culture of care

SOLUTIONS

fr&nk developed a tailored psychosocial training program for QUT, combining a 30-minute interactive online module for all staff with a 2–3 hour face-to-face workshop for supervisors. The program was designed to build both foundational awareness and role-specific capability, using QUT-relevant examples and aligning with Queensland’s psychosocial Code of Practice. All content was SCORM-compliant and customised to reflect the university’s unique operational environment.

Key metrics

QUT demonstrated its commitment to mental health and safety by investing in a targeted training solution for staff and supervisors, reaffirming its focus on managing psychosocial risks in a meaningful and practical way.



3 MONTHS



Online Psychosocial Training Module



Supervisor Workshop Program



Bespoke Content Development

OUTCOMES

1

Scalable Awareness Across the University

All staff have access to consistent, engaging content that builds foundational understanding of psychosocial hazards.

2

Leadership Capability Uplift

Supervisors are now better equipped to identify, manage, and respond to psychosocial risks through structured, relevant training.

3

Integrated WHS Strategy

The initiative supports QUT’s broader WHS objectives, embedding psychosocial safety into day-to-day operations.