

# Student Support and Welfare Policy and Procedure

Version 1.1

Updated on 01/02/2022

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Responsible Person: Chief Executive and Principal –  
Shebul Ali

UK Graduate recognises that all students have an entitlement to a consistent high-quality Student Support and Welfare offer that identifies concerns and puts in place

UK Graduate, 73 Greenfield Road, First Floor, London E1 1EJ  
Tel: 020 3609 0260 | Email: [admissions@ukgraduate.org.uk](mailto:admissions@ukgraduate.org.uk)  
**[www.UKGRADUATE.org.uk](http://www.UKGRADUATE.org.uk)**

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appropriate support intervention to facilitate the achievement of their learning and personal development goals.

The College is committed to keeping students safe and removing the barriers to learning and development, ensuring that all students can achieve their full potential through the provision of appropriate care, guidance and support interventions that are recorded and monitored for effectiveness.

This policy applies to all areas of curriculum provision, FE, HE, Skills, Adults and covers the learner journey from initial interest and enquiry, through application and enrolment, to their time of study and their progression from all UK Graduate centres.

## **1. Policy Statement**

UK Graduate is committed to providing high quality support services to all students from initial advice and guidance when applying for a course, through a tutorial system, with high quality support, welfare and safeguarding teams, alongside careers advice and guidance to support positive outcomes and progression.

## **2. Scope**

This policy applies to all students.

## **3. Responsibilities**

All staff are responsible regardless of role to be aware of their function in ensuring the student receives the best possible and most appropriate support to meet their needs to ensure they meet their learning and personal development aspirations. The welfare, health and safety of every learner is our main priority, and we aim to learn, work and live in a community which embraces the College values and ethos.

### **3.1 Student Support and Welfare**

UK Graduate provides a central and coordinated focus for student support, with drop in facilities, online and telephone access, information, advice and guidance and referrals to other areas of support, as required.

Strong liaison and working relationships are maintained through effective collaboration between:

- Attendance Co-ordinator
- Careers Advisor / Team
- Curriculum teams
- Designated Safeguarding Leads (DSLs/ DDSLs)
- Director of Student Support and Welfare (SLT)
- Finance Officers
- Governor- nominated Governor for Safeguarding and FREDIE
- Health and Safety Advisor
- Inclusive Learning
- Job Coach Team
- Pastoral Teams (including Progress Coaches)
- Safeguarding and Support Team

## **4. Pastoral Support**

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Student Support & Welfare (SSW) is promoted to all students at all stages of their engagement with the College, eg Student intranet, College Induction and welcome talks, through group and individual tutorials and progress reviews.

All staff are responsible for providing pastoral support. Dedicated teams and staff provide enhanced and focussed pastoral care through the Personal tutors, Progress Coach team, Inclusive learning team; this enables effective relationship building, early identification and intervention which may require referral and collaboration with other internal and external teams and parents or guardians.

Regular meetings between academic, support (including inclusive learning) and safeguarding staff take place to ensure students' progress and effectiveness of interventions, and escalation of risk is monitored.

## **5. Financial Support**

The College has a dedicated team who can advise on all the financial support packages that are available to all students during their studies and life at UK Graduate regardless of where they study. The College aims to signpost our students to as much useful information about financial support available to them, however we do not endeavour to provide formal financial advice.

The team can assist with:

- Student Bursaries
- Learner Loans

The Student Finance Officer may also work with other internal and external services to provide further support and guidance.

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## **6. Health and Wellbeing**

The College acknowledges that if students are going to do well in their studies, it is important that they are happy, healthy and safe. Trained and experienced staff are available to help address students' needs and can help with up-to-date information on health matters, contact with outside agencies, referrals to BACP registered College and external counsellors.

Students and Staff have access to credible health information and links through the staff and student intranet, leaflets, posters as well as through course tutorials on related health and wellbeing topics.

The College works with a wide range of agencies to provide further support, guidance and treatment to support you on a range of issues. These can be around physical, sexual, mental health, drug and alcohol concerns, financial problems including debt, carers organisations.

## **7. Sexual Health**

Through partnership with local health services the College can provide access to local condom distribution schemes. Staff can support students to access other local sexual health services including online, clinic and postal based services, including postal based sexual health screening. Sexual health advice and referrals will be in line with consent protocols and Fraser Guidelines as appropriate.

## **8. Mental Health**

The College recognises that we all mental health and can be described as the way we feel on any day. Mental health and wellbeing can also be known as 'emotional wellbeing'. We acknowledge that we all have days where we feel good and days when we don't.

Mental health difficulties and mental illness lie on a continuous spectrum and are not distinct points. Mental health refers to how a person thinks, feels and acts in different situations and describes a sense of wellbeing. A person with a mental health or emotional wellbeing problem will have more bad days than good.

Mental health difficulties are problems that affect a person's thoughts, feelings, behaviour and ability to function and may occur as a reaction to an event or external pressure. They may resolve on their own. A student experiencing mental health difficulties that interfere with their capacity to function, or which are persistent, may benefit from support from College or external services. It may have an impact on their engaging in learning, attainment and personal development. If severe, mental health difficulties may highlight other mental illness conditions.

Mental illness includes a wide range of conditions such as but not limiting to anxiety or panic disorders, depression, bipolar disorder, obsessive compulsive disorders, eating problems / disorders, ADHD, personal, psychosis, phobias. Students who experience mental illness will require treatment and support from health professionals and practitioner.

The College acknowledges that adverse childhood experiences or trauma can have an impact on mental health and wellbeing including the ability to healthy attachment relationships, impacts on learning and in a learning environment and cognitive functioning. We are committed to trauma informed practice with increasing policy, practice and training to support staff to be able to effectively manage situations and student behaviours.

The College is committed to promoting student wellbeing, providing a safe and healthy work and living environment and encourage student with mental health to disclose so that appropriate arrangements can be made to support them.

UK Graduate continually strives to enhance practice and provision through self-assessment and continual development.

## **9. Counselling**

The college has a College counselling team. Our counsellors can provide free confidential counselling therapeutic sessions either face to face or online to students regardless of what and where students study.

The College can also support with the referral to other counselling and therapeutic support services, such as remploy for support for apprentices and their employers. <https://www.remploy.co.uk/employers/mental-health-and-wellbeing/access-work-mental-health-support-service-apprentices>

## **10. Faith, Prayer and Contemplation**

Our College has access to a Mosque Imam as part of our pastoral support team and helps us with the spiritual, faith development and those without faith.

The College will endeavour to provide access to contemplation and prayer facilities dependent on facilities on each campus.

## **11. Information, Advice and Guidance**

All cross-College services work towards Matrix Standards with the aim of a successful Matrix accreditation to demonstrate our commitment to providing high quality support for all our students.

Information, advice and guidance along with links to local, national and online support services are provided on the staff and student intranet along with leaflets, posters and relevant literature on College sites in student support and staff areas.

Students are actively encouraged to participate in enrichment, social events and community initiatives.

## **12. Careers**

The College recognises that we are a stepping stone to our student's future career and provide advice and guidance in supporting informed career decision making.

We have a dedicated Careers Team both on the London Campus, on the website and virtual learning environment to support students every step of the way. We have a dedicated qualified careers team to provide Careers Education, Information, Advice and Guidance.

## **13. Safeguarding**

Safeguarding is a high priority, is the responsibility of all staff with robust referral systems in place and is managed and co-ordinated through the Safeguarding Strategic and Operational Groups. Regular safeguarding updates and reports are presented to the Principalship, SLT, Curriculum and cross college managers and Governors.

Identification of support and safeguarding concerns is the responsibility of all staff with all concerns being reported using the Safeguarding Alert Form (SA1) to the Student Support and Safeguarding team and DSL/ DDSLs according to the Child Protection and Safeguarding Policy and Procedure.

All concerns are recorded through the central Student record systems UUAG Global.

Working in partnerships with external agencies including statutory bodies is fundamental to support and safeguarding practice in line with national and local statutory guidance, this includes Social Care (children and adults) and the Police.

## **14. Confidentiality**

The College is committed to respecting the right to confidentiality of all students and information disclosed will be in line with national and local information sharing



protocols. Working Together to Safeguard Children, Keeping Children Safe in education enables practitioners and agencies to share information to identify and provide appropriate services that safeguard and promote the welfare of children. Further information can be found : Information Sharing 2018.

The principle of maintaining confidentiality may not apply if there is a serious concern that there may be a threat to the safety or life of a student or other or if it involves the investigation of a crime or is otherwise required by the operation of law.

In order for staff to be able to safely and effectively support students effectively, the wellbeing of students may be discussed in support meetings and will be treated with confidence and on a need to know basis.

In order to comply with confidentiality principles and maintaining safe practice, College staff must take all necessary precautions to ensure the safe-keeping and accuracy of all records containing personal information including electronic personal information about students. When information is recorded or shared, the terminology used must be respectful of the student and should focus on their needs and evidenced conditions or diagnosis rather than on labelling.

Any requests for information will be processed in accordance with the latest Data Protection legislation in relation to the sharing of data with third parties, as well as College principles and practice.

## **15. Recording of Student Support**

Student individual learning plans and the UUAG Global system provides a consistent and centralised student record system. Records on UUAG Global are categorised by type and the level of confidentiality required.

## **16. Training and Supervision for Staff**

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The College invests and recognises the importance in providing opportunities and access to comprehensive and varied CPD events along with opportunities to attend local and online information sessions, qualifications, conferences, workshops etc. By providing access to both internal and external training and forums ensures that our staff are appropriately trained and confident in the wide range of student support issues.

Support is provided for the staff and DSL's through internal / external supervision.

## **17. Parental Engagement**

The College recognises the value and positive effect on student's learning and development through effective parental engagement. The College maintains close links with parents through both formal and informal methods such as telephone, email, parents evening, student reports, letters to parents and meetings. To promote independence and personal development we recognise the importance of young people taking responsibility for their own health and wellbeing and will work within consent and information sharing protocols.

## **18. Partnerships**

Strong partnership links with external agencies and Partnership Agreements where appropriate are well established to improve students. Knowledge of and partnerships with a range of agencies is a key element in providing appropriate and timely referrals for student support including mental health, sexual health, drug and alcohol services, victim support / domestic abuse, voluntary and faith organisations, social care, police.

## **19. Monitoring and Review**

The quality and impact of student support and welfare interventions is monitored and reviewed by the Director of Student Welfare.

Documents Associated with this Policy:

- Anti-Bullying Policy and Procedure (includes Harassment)
- Child Protection and Safeguarding Policy and Procedure
- Fitness to Study Policy