



# **Student Support and Welfare Policy and Procedure**

Myerscough College recognises that all students have an entitlement to a coherent high quality Student Support and Welfare offer that identifies concerns and puts in place appropriate support mechanisms in order to facilitate the achievement of their learning goals.

The College is committed to keeping students safe and removing the barriers to learning, 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, 14-16, Apprenticeships and Skills and covers the learner journey from initial interest and enquiry, through application and enrolment, to their time of study and their progression from all Myerscough centres.

1. Student Support & Welfare is located within 'The Core' facility at each centre which provides the central focus for student support, with drop in facilities and referrals to other areas of support, as required.
2. Student Support & Welfare (SSW) is promoted to all students at all stages of their engagement with the College eg Student Handbook, Student Intranet, Core leaflets, and College Induction and welcome talks.
3. The Director of Student Support and Welfare is a member of the Strategic planning Group.
4. Strong liaison and working relationships are maintained through regular meetings between Student Support and Welfare and:
  - Residential Team
  - Curriculum Staff and Managers
  - Attendance Co-ordinator
  - Finance Officers
  - Health & Safety Advisor
  - Inclusive Learning
  - Safeguarding / Prevent Governor
  - Careers Support Officer
  - Landscape Surgery
  - 14-16 Co-ordinator
  - Safeguarding DSPs
5. Any safeguarding concerns are recorded through the Designated Senior Person (DSP) for safeguarding according to the Safeguarding, Learner Protection and Prevent Policy and Procedure.
6. Identification of support concerns is the responsibility of all staff and these are recorded through the central Student Support Register (SSR) managed by the Core.
7. All records on the SSR are categorised by type, level of concern and the degree of confidentiality required.
8. Links from the Student Support Register (SSR) to individual E-ILPs provide a coherent approach to support.
9. SSR management reports are produced regularly for the Curriculum Quality Group and Assessment / Academic Boards and Social Care Group.
11. Regular meetings between academic, support staff and the Core staff occur to review the SSR and ensure students' progress and effectiveness of interventions, and escalation of risk is monitored.
12. Students have access to Support Officers, available through The Core, who will directly support concerns on health and well-being, equality, diversion and inclusion, multi-faith, careers/progression, information, advice and guidance.

13. Referrals to alternative internal or external support occurs as necessary to enhance support mechanisms e.g. counsellors, finance concerns.
14. Strong partnership links with external agencies and Service Level Agreements are well established to improve student support e.g. Landscape Surgery, Addaction etc.
15. Peer support mechanisms are encouraged and a student mentoring scheme is co-ordinated through 'The Core'.
16. Safeguarding is a high priority and is managed and co-ordinated through the Safeguarding Strategic and Focus Groups; the Admissions, Support and Advisory Panels and other groups including Curriculum and Social Care.
17. The College Core Team work very closely with the Student President, Student Liaison Officer and Student Representatives to run campaigns to raise awareness of issues impacting on student welfare and behaviour, e.g. health and well-being, anti-bullying and harassment and safeguarding which are actively promoted through a variety of mechanisms including course tutorials, well-being events and promotions.
18. Students are actively encouraged to participate in enrichment, social events and community initiatives. These are promoted by the Student Liaison Officer and the Sportsmakers.
19. Close liaison with parents, guardians and carers when appropriate are maintained through a wide variety of formal and informal mechanisms, e.g. telephone, email, progress reports and Parents' Evenings.
20. Support is provided for all staff through access to services and CPD events.
21. Support is provided for the Core staff and DSP's through internal / external supervision.

**Documents Associated with this Policy:**

- UK Quality Code for Higher Education [Chapter B4: Enabling Student Development and Achievement](#) and [Chapter B3 Learning and Teaching](#)
- Student Support & Welfare Strategy
- Safeguarding Policy
- Anti-Bullying and Harassment Policy

Document History			
<b>Author:</b>	Director Student Support and Welfare	<b>Ref and Document Version:</b>	Student Support and Welfare Policy and Procedure - V1
<b>Approval:</b>	College Executive	<b>Approval Date:</b>	March 2016
<b>Review Date:</b>	March 2018		
<b>Publication:</b>	Staff Intranet Student Intranet		
Quality Assurance			
This Policy and Procedure maps to the following external quality assurance frameworks			
Framework		Framework Section Reference(s)	
<b>Common Inspection Framework</b>			
<b>MATRIX</b>			
<b>QAA</b>		UK Quality Code for Higher Education. <a href="#">Chapter B4: Enabling Student Development and Achievement</a> and <a href="#">Chapter B3 Learning and Teaching</a>	
<b>QIA</b>			
<b>SFA</b>			

**All Myerscough College Policies are subject to screening for Equality Impact Assessment**

Equality Impact Assessments are carried out to see whether the policy has, or is likely to have, a negative impact on grounds of: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, marriage or civil partnership, sex or sexual orientation

Myerscough College not only fulfils its legal position in relation to current and future equality legislation, but additionally goes beyond compliance in providing and promoting “Opportunities for all to succeed”, free from any aspect of discrimination, harassment or victimisation.

All staff have a duty of care to look after the interests of and support their colleagues. *This policy takes account of our commitment to eliminating discrimination, identifying and removing barriers and providing equal opportunities for our learners, staff and visitors to ensure that no one feels excluded or disadvantaged.*

**Safeguarding, Learner Protection and Prevent**

All staff have a responsibility to support and promote the College’s commitment to providing a safe environment for students, staff and visitors. Additionally, all staff have a responsibility to report any safeguarding or Prevent issues to the Designated Senior Lead for Safeguarding and Prevent.