

Student Welfare Policy

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Policy approved by:	Academic Board	6/5/03	Minute 226
	Strategic Management Team	7/5/03	Minute 768
		21/05/07	Minute 1244
	Operational Management Team	9/5/03	Minute 23
	Curriculum and Quality Committee	19/5/03	Minute 70
Policy implemented:	2003		
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Preamble to the Policy

Equal Opportunities

The College shall comply with the Sex Discrimination Act 1975, the Race Relations (Amendment) Act 2000, the Disability Discrimination Act 1995 (as amended by the Special Educational Needs and Disability Act 2001), the Rehabilitation of Offenders Act 1974, the Human Rights Act 1998 (or any enactment modifying or replacing them) and all relevant statutory duties in respect of equal opportunities.

Special Educational Needs and Disability Statement

The College shall have particular regard to the provisions of the Disability Discrimination Act 1995 (as amended by the Special Educational Needs and Disability Act 2001) in respect of this policy.

The Act applies to people who are disabled according to the definition of disability in the DDA 1995. That is, a disabled person is someone who has a physical or mental impairment which has an effect on his or her ability to carry out normal day-to-day activities. That effect must be:

1. Substantial (that is, more than minor or trivial), and
2. Adverse, and
3. Long-term (that is, has lasted or is likely to last for at least 12 months or for the rest of the life of the person affected).

The College is committed to take all reasonable steps to implement or adjust the policy taking in the circumstances of each individual. Reasonable steps may include, for example, alternative format documents, special arrangements for meetings (Please note the examples are not exhaustive).

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Student Welfare Policy

1. What is the aim of the Welfare Policy

- 1.1 The College is committed to ensuring students have access to a range of help.
- 1.2 It offers an independent impartial support service with extensive links and contacts to professional advisors and welfare resources by specialist external agencies.
- 1.3 It offers a practical service to referral systems to get the earliest possible help.
- 1.4 It aims to support learners through a variety of difficulties, which could create a barrier to them continuing their learning, training or education.

2. Welfare

- 2.1 The College offers help and advice on practical problems needing attention to ensure the well being of all students. These may include benefits issues, financial matters, student grants and legal issues. They can also offer help on many topics including; housing and homelessness, examination stress, bullying and relationship problems.
- 2.2 Students may find themselves in difficult situations where they may need urgent help or maybe referred to the College welfare officers.
- 2.3 Welfare staff will be able to help access specific material and information on help.
- 2.4 Situations may occur whereby staff representation is required. Circumstances that entail advocacy should instil discretion where other members of staff are concerned. The Welfare staff can offer a suitable advocacy service for students if their welfare is paramount.

3. Health

- 3.1 Confidential advice and information is available on health and social care issues including STD's smoking, diet, health and well being.
- 3.2 In addition the College works with local Drug and Alcohol services to provide information and promote health awareness campaigns.

4. Accommodation

- 4.1 Accessing independent accommodation may prove to be difficult. The College may be able to offer up to date advice, information and accommodation lists from our Welfare Officers. Whilst the College does not offer accommodation, where applicable it can help access local Area Housing Offices.

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5. Early leaving Help

- 5.1 If students feel they have to leave the College then Campus Services can provide re-direction advice, all accessible from student services.

6. Confidentiality

- 6.1 The College respects the student's rights to confidentiality. It works strictly in accordance with the Data Protection Act 1998 and the law on Disclosure. However, basic information may need to be passed on to bodies to whom they are being referred. When producing annual reports on Welfare Services, only specific references will be made, insuring the individual's rights to privacy are protected.

7. Record keeping

- 7.1 All personal data and information held will be kept in a safe and secure manner in accordance with the college data protection policy.

8. Evaluation

- 8.1 The welfare staff will make use of questionnaires and college wide Student Perception of College surveys (SPOC) to annually evaluate the quality of the service and report the findings to the Learner Services Officer.

9. Complaints

- 9.1 The College has a well-established formal complaint procedure that is included in the Student Handbook. Where appropriate, concerns and complaints should be resolved promptly and informally by informing the counsellors of any concerns. If this is not possible, a formal complaint can be made either in person or in writing to the Learner Services Officer.

10. Access

- 10.1 Students can access information on this service by contacting staff on main College sites, or in their centre of education. Alternatively the web site, the Student Handbook, or Policy Handbook, available from the learning resource centres on the main college sites contains the information.
- 10.2 The College will also ensure that its staff and new students will be informed during its induction program.

11. Monitoring and Review

- 11.1 The Learner Services Officer will monitor this policy periodically and formally review it every four years unless circumstances warrant an earlier review.