

STUDENT WELFARE POLICY

North Cotes College recognises that all students are entitled to student welfare support that identifies concerns and puts in place appropriate support mechanisms in order to facilitate the achievement of their learning goals.

North Cotes 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.

The college is committed to the fair treatment of all students, and the disclosure of any health issue, whether mental or physical, will be treated confidentially, appropriately and will not put the student at a disadvantage.

This policy applies to all areas of curriculum provision and covers the student journey from initial interest and enquiry, through application and enrolment, to their time of study and their progression from North Cotes College.

Our Principles

- The wellbeing of our students is extremely important. We believe that if a student is well supported this will have a beneficial effect on their studies.
- All students have the right to a safe and secure learning environment, regardless of their age, gender, disability, racial origin, religious beliefs, sexuality, language, socio-economic status or appearance.
- All personnel and students at North Cotes College work together to promote a healthy and safe environment, where bullying or harassment of any kind is not tolerated.
- Students should be able to feel comfortable asking for advice of any kind and feel supported by their peers and college personnel.

Protecting people's health and promoting welfare is something that everyone at North Cotes College should be concerned with. Students also have a duty to take reasonable care of their own health and emotional wellbeing.

Procedure

- The North Cotes College Fellowship Groups, Tutor Groups and the Dorm Assistant Liaison Team exist to provide support for students. (see appendices for flowcharts of responsibility)
- The Student Welfare Officer is the main point of contact for any concerns relating to the welfare of a student. The Student Welfare Officer is responsible for ensuring appropriate care and support are provided. This may include external support where appropriate.

- The Student Welfare Officer will inform the North Cotes College Committee of the situation and disclose appropriate information in order for duty of care to be established.
- All meetings and reviews will be held in a sensitive and confidential manner. If a student ever feels unsure or uncomfortable whilst a review is being conducted, every effort will be made to alleviate their concerns.
- Any incidents and outcomes will be recorded by the Student Welfare Officer, in accordance with the Data Protection Act.
- Any significant or urgent concerns about a student's welfare should be immediately reported to the Student Welfare Officer or Head of College.
- Students in crisis will be supported and advised to contact their GP, or relevant health services, to access appropriate support.
- If there is risk of endangerment, the appropriate emergency services (contact details below) should be contacted and the Student Welfare Officer and Head of College should be informed immediately.

Related Policies

- Safeguarding Adults at Risk Policy
- Equal Opportunities Policy
- Anti-Bullying and Harassment Policy
- Health and Safety Policy
- Data Protection Policy

Emergency services contact details:

In a mental health emergency where someone poses a risk to themselves (or others) call 999.

NHS urgent mental health helpline:

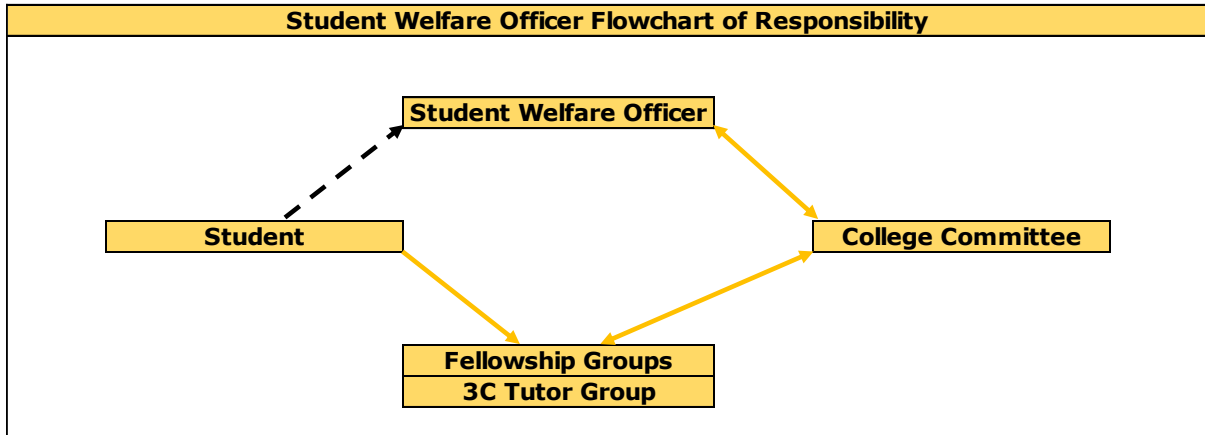
Lincolnshire Partnership NHS Foundation Trust

0800 001 4331 (open 24 hours a day, 7 days a week).

Reviewed: September 2025
Next Review Date: September 2026

Appendix 1

STUDENT WELFARE ORGANOGRAM



At any time a Student may directly approach the Student Welfare Officer with any concerns. The Student Welfare Officer will advise the College Committee that they are engaging with a particular student and disclose appropriate information to allow for duty of care to be established.

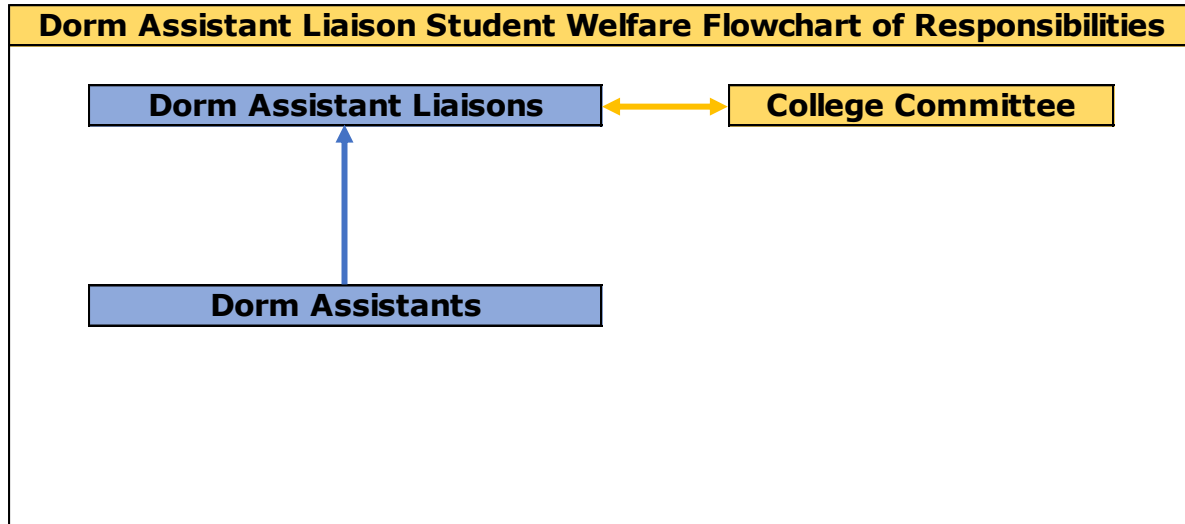
Any student welfare concerns that are not deemed as an immediate risk, or any request for support from a student, should follow the orange line of support to ensure that all appropriate personnel are aware and involved at the correct stages.

The Student Welfare Officer is responsible for ensuring appropriate care and support are provided and this may include external support where appropriate.

Appendix 2

DORM ASSISTANT LIAISON TEAM

The Dorm Assistant Liaisons and Dorm Assistants will support social and practical concerns raised at their liaison meetings. Welfare issues are to be advised to the College Committee and/or Student Welfare Officer immediately.



The Dorm Assistant Liaisons and Dorm Assistants meet regularly to discuss and support social and practical concerns. Dorm Assistants are invited and elected by the College Committee. Should any student personal welfare issues be raised or reported these should be handed over to the College Committee and only to the Student Welfare Officer if there is an immediate danger. The Student Welfare Officer is the trained and responsible person to handle these situations.

Appendix 3

DORM ASSISTANT LIAISON TEAM

Remit

1. To support the practical side of life for students within their living accommodation.
2. The Dorm Assistant Liaison team [DALs] will consist of a husband and wife to allow for gender balance.
3. Student Dorm Assistants [DAs] are invited having been recommended either by other DAs or by the Biblical Studies Committee.
4. All Student Dorm Assistants appointments are made and confirmed by the College Committee.



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College Committee

Role of Dorm Assistant Liaison Team [DALs]

- To meet with the Dorm Assistants on a monthly basis within their household providing a safe and secure environment for feedback and discussion.
- Meetings are to be minuted and the minutes provided to the College Committee for review/discussion and feedback.
- Discuss suggestions on areas for improvement and to manage any social issues raised. Feedback will be made once these issues have been raised with the College Committee.
- Any welfare issues that may be raised at these meetings should be passed to the College Committee in the first instance, whose role is to ensure that the Student Welfare procedure is correctly followed. Welfare issues are not part of the remit of this group.

Role of Dorm Assistants [DA]

- This is a student role to be carried out in all student accommodation buildings.
- DA's will meet regularly with students within each building to discuss any issues or requests they may have that can be raised with the DAL team at their monthly meeting.