

Student Welfare Policy

INTRODUCTION

1. This policy outlines the welfare support which New College of the Humanities (the College) gives to its students.¹ It aims to ensure students are aware of what the College can provide for them. The College, where possible, ensures that all students are supported to enable them to be happy, healthy and successful.
2. This policy should be read in conjunction with the:
 - 2.1. [Student Disability Policy](#)
 - 2.2. [Equality, Diversity and Inclusion Policy](#)
 - 2.3. [Support to Study Policy](#)
 - 2.4. [Undergraduate Student Attendance Policy](#)
 - 2.5. [Bullying and Harassment Policy](#)
 - 2.6. [Misuse of Substance Policy](#)
 - 2.7. [Safeguarding Policy](#)
 - 2.8. [Prevent Policy](#)
 - 2.9. [Extenuating Circumstances Policy](#)
 - 2.10. [Declaration of Criminal Convictions Risk Assessment](#)
3. The College recognises that many of the challenges experienced by students during their studies can be overcome by seeking support through friends, family, and faculty. Sometimes concerns may arise which may require specialist input, support or knowledge in order to resolve them. Some of this support can be provided within the College. However, the resolution of certain types of need may go beyond internal resources and capacity. When this is the case, the College will advise students as to where their needs will be more appropriately met. External services may include NHS teams and specialist community-based resources.
4. The College has a duty of care to all its students and recognises that students who are classed as having a disability under the Equality Act 2010 are entitled to support and protection in accordance with the Act. For further information please refer to the [Equality, Diversity and Inclusion Policy](#) and

¹ For the purposes of this Policy, 'student' refers to all students registered on the undergraduate programmes, postgraduate programmes or degree apprenticeship programmes.

the [Student Disability Policy](#).

5. Additionally, the College recognises student wellbeing as a strategic priority, and will endeavour to ensure that this is considered when planning future activities.

MAIN CONTENT

STUDENT SUPPORT AND DEVELOPMENT

6. Student Support and Development (SSD) is made up of the Head of Student Wellbeing (HSW), Student Wellbeing Coordinator (SWC) and the Mental Health Adviser (MHA).
7. The SSD can provide information, advice and guidance to help students manage a variety of concerns while studying at the College. Students can access the SSD by emailing studentwellbeing@nchlondon.ac.uk to ask a question or request an appointment.

Head of Student Wellbeing (HSW)

8. Coordinates the work of the SSD and has responsibility for wellbeing policies and procedures.
9. Provides advice, information and guidance to prospective and current students on disability support.
10. Coordinates wellbeing activities.

Student Wellbeing Coordinator (SWC)

11. Provides support to prospective and current students on disability queries (SpLD and/or physical), medical (non-mental health) queries, and general learning concerns (e.g. time management and study skills).
12. Supports the students with submitting extenuating circumstances applications.
13. Oversees attendance monitoring.

Mental Health Adviser (MHA)

14. Provides advice, information and guidance to prospective and current students on the provision of mental health support available.
15. Supports students to develop strategies and techniques to self-manage their mental health condition(s) where possible.
16. Provides an effective and skilled response to students who may be at risk to themselves or others, or who may be agitated, distressed or anxious.

PRE-ENROLMENT

17. The College strongly advises students to disclose any disability-related need(s) and/or condition(s) for their own safety at the earliest opportunity, in order to meet their individual study and personal safety requirements.
18. Students are advised to complete a [Prospective Student Disability Disclosure Form](#) prior to enrolment. This form is used to disclose any information the student would like the College to be aware of.

19. A member of the SSD receives the form and may request more information from the prospective student before responding. For further details on this procedure please refer to the Prospective Student Disability Disclosure Form - Guidance which can be found [here](#).

DURING STUDIES

20. Students are advised to register with a local GP for the duration of their studies in order to ensure any support available can be accessed at the earliest opportunity. For further information please refer to the [Student Confidentiality Statement](#).²
21. Students are encouraged to take responsibility for their welfare and seek information, advice and guidance from staff of the College when problems first arise; all students who seek help are treated fairly, sensitively and with respect.
22. If a student or staff member is concerned about another student's welfare, they should encourage the student to seek advice from the SDD. If this proves difficult, the person with that concerning information should seek advice themselves, in confidence, from the SSD. If the College feels it is necessary to intercede and involve either other members of staff or external professionals, the individual providing the information will remain anonymous as far as is possible. For further information please refer to the [Support to Study Policy](#).
23. In addition to the SSD, students can seek advice and support from:
 - 23.1. Personal Tutors
 - 23.1.1. Each student is allocated to a Personal Tutor (PT), whose primary role is to take an interest in students' general academic progress and welfare, as well as their experience of college life.
 - 23.1.2. Introductory group meetings will be scheduled for all new students near the beginning of Michaelmas: with Personal Tutors for undergraduate students, and with the Programme Director for postgraduate students. Group meetings with returning second- and third-year undergraduate students and returning postgraduate students will also be scheduled.
 - 23.1.3. For degree apprenticeship learners, they will be appointed an Academic Adviser.
 - 23.1.4. Staff are not trained counsellors. They will advise students to consult the SSD to discuss further appropriate support options.
 - 23.1.5. A student wishing to change their Personal Tutor should consult with Registry in the first instance.

² Students are also advised to consent to their information being shared with their GP and others. For more information please refer to the Student Confidentiality Statement which can be found [here](#).

- 23.1.6. A learner wishing to change their Academic Adviser, should consult with the Operations and Quality Manager (Apprenticeships).
 - 23.2. The Student Union Welfare Officer (SUWO)
 - 23.2.1. The SUWO can provide impartial advice and access the resources available on matters such as health, a family crisis, a disagreement or settling into university life.
 - 23.3. Buddies
 - 23.3.1. Buddies can provide support to undergraduate students with any academic queries and settling into university life.
- 24. Students can disclose a disability at any time, although the College advises that they inform the College as early as possible to avoid delays which may adversely affect their studies.
- 25. Students who disclose a disability after enrolment complete a [Student Disclosure Form](#). Further information on this procedure can be found in the [Student Disability Policy](#).
- 26. The SSD will devise a support plan which gives details of steps the student and the College should take, including any reasonable adjustments agreed, in order to enable the student to continue to study without difficulty or disruption.
- 27. Students who request specific arrangements for example specific examination requirements must submit recent (normally within the last three years) and approved documentation, and a completed [Specific Examination Requirements Disclosure Form](#) to the SWC. For further information and deadlines for submission please refer to the [Specific Examination Requirements Disclosure Form Guidance](#).
- 28. A student's capacity to participate as a student may become a cause for concern. The College provides a suitable and coordinated response to concerns raised by faculty (from degree programmes or the NCH Diploma), professional staff, the student themselves or fellow students through the [Support to Study Policy](#).

MENTAL HEALTH

- 29. The MHA can advise, listen, provide information, signpost to external resources and services and escalate concerns if necessary.
- 30. Students can contact the MHA for general information, advice and guidance by sending an email to studentwellbeing@nchlondon.ac.uk. In cases where a meeting will need to be arranged so that appropriate support options may be identified, students will be offered one.
- 31. During the appointment, the MHA will explain their role and relevant confidentiality arrangements. This may include information sharing with other organisations. This is to ensure that students can obtain the most coordinated and timely support possible, as well as to ensure that potential or existing risk is managed appropriately.
- 32. The MHA does not provide counselling or psychotherapy.

33. Generally, students can meet with the MHA a maximum of four-six times regarding the same matter, although during this time the student may also be advised to seek external help.
34. In more serious cases, when the issue is long-term, the MHA is likely to refer the student to external counselling, mentoring or other service which can provide on-going support. .
35. The appointments with the MHA are for support purposes only, and do not replace formalised care and treatment pathways.

RISK MANAGEMENT

36. The College has produced guidance to staff in relation to raising concerns regarding student welfare. All concerns, disclosures and resulting actions should be noted on the student information system and made accessible only to those to whom it is relevant.
37. Support plans are kept in accordance with the College's [Data Protection Policy and General Data Protection Regulations](#).
38. The SWT hold formal meetings to manage student wellbeing and risk in real time. Should the SWC or MHA identify concerns relating to risk, they will inform the HSW, who maintains overall responsibility of student welfare, as soon as is convenient outside of scheduled team meetings.
39. Risk to self (from self and others) as well as risk to studies will be considered in every student appointment with the SWT.
40. Information sharing relating to mental and emotional wellbeing will be routine practice with the student's GP irrespective of risk to provide both timely access to support and treatment, as well as to ensure wider containment of concerns.³
41. The College does not provide an emergency service. If concerns relating to high levels of immediate risk are identified, the [Support to Study Policy](#) should be followed.
42. If the risk is not immediate and relates to a mental health crisis , staff can contact the [Camden and Islington Crisis Line](#) for advice relating to students who are registered with a Camden and Islington GP Practice. For further information please refer to the [Confidentiality Statement](#).
43. Where the risk is deemed to be low, staff can advise students to book in to see the relevant member of the SSD and/or their GP, and additionally signpost students to telephone/chat support lines, where appropriate. A list of such services will be available in the Central Office, as well as in the Student Handbook that can be found [here](#). Students can email the MHA for further information on specific resources available.

COUNSELLING SERVICES

44. A student who wishes to access counselling are advised to book an appointment to meet with the MHA who will be able to advise the student as to the most appropriate option(s) available.

³ Provided the student has consented to information sharing.

PREVENT

45. The Prevent duty in the Counter-Terrorism and Security Act 2015 imposes a duty on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. The College's [Prevent Policy](#), is in place to safeguard students.
46. If students are worried that a student or member of staff is becoming radicalised or is radicalising others, they must report this to the Registrar (for concerns about students) or the Human Resources and Operations Manager (HROM) (for concerns about staff) who will pass the matter on to the Prevent Officer to investigate where appropriate.

STUDENT DEATH

47. In the sad event of the death of a student member of the College there is a procedure in place to ensure a sensitive response. For further information please refer to the [Student and Staff Death Policy and Procedure](#).

CONFIDENTIALITY

48. The College is committed to maintaining confidentiality between students and the staff member from whom they have requested this from. For further information refer to the Student [Confidentiality Statement](#).

REVIEW AND MONITORING

49. This policy will be reviewed and monitored by the Head of Student Wellbeing.

Title: Student Welfare Policy					
Approved by: Academic Board					
Version number	Date approved	Date published	Owner	Location	Proposed next review date
5.0	January 2021	January 2021	Head of Student Support and Development	Academic Handbook/ policies and procedures/ general	January 2023
4.0	October 2019	October 2019	Head of Student Wellbeing	Academic Handbook/ policies and procedures/ general	April 2021
3.0	April 2018	April 2018	Registrar	Academic Handbook/ policies and procedures/ general	April 2021
Referenced documents	Student Disability Policy; Equality, Diversity and Inclusion Policy; Support to Study Policy; Undergraduate Student Attendance Policy; Bullying and Harassment Policy; Misuse of Substances Statement; Safeguarding Policy; Prevent Policy;				

STUDENT WELFARE POLICY

	Extenuating Circumstances Policy; Declaration of Criminal Convictions Risk Assessment; Prospective Student Disability Disclosure Form; Prospective Student Disability Disclosure Form – Guidance; Specific Examination Requirements Disclosure Form; Student and Staff Death Policy and Procedure; Student Confidentiality Statement; Student Disclosure Form; Student Disability Policy
External Reference Point(s)	UK Quality Code Theme: Enabling Student Achievement; Camden and Islington Crisis Line; Counter-Terrorism and Security Act 2015