

Student Welfare Policy

Implemented: November 2018

Reviewed: November 2019

Next review: November 2020

Policy Aims

WE Bridge Academy recognises that students have needs beyond the purely educational and strives to provide students all necessary support with regard to their physical, emotional and spiritual wellbeing. The Student Welfare Policy sets out how the academy will ensure that all of the students' pastoral needs are met during their time with us. Details of specific provision for safeguarding students under 18 can be found in the '*WE Bridge Academy Safeguarding Policy*'.

Induction

Upon enrolment all students are given a thorough induction in which they are given information about the academy, Cardiff and life in the UK. As part of the induction students' attention is drawn to the support personnel at WE Bridge Academy are and who they can turn to if on need of assistance. Students are encouraged to alert staff to any issues they might have inside and outside of the school.

Welfare Support

WE Bridge Academy's Student Welfare is available to students to help and advise on any non-academic issues. These might include:

- Registering with a GP
- Making a GP appointment
- Opening a bank account
- Dealing with sponsors / embassies
- Conflict with other students
- Family problems
- Financial worries
- Finding accommodation
- Home sickness / culture shock

In the event of students needing urgent assistance in these matters when the Support and Accommodation Officer is not available, members of the academic management team will assist the student.

Students will have 24-hour access to a member of the student support staff through the 24-hour emergency phone number - 07958469916

Welfare Feedback from Students

Every Monday morning the class teacher will take a few minutes to ask the students about their wellbeing. This will be recorded in the 'Monday morning checklist'. In addition, during every tutorial the tutor will ask the student about any welfare issues that they might be having. Any issues raised

will be recorded and shared, if appropriate, with the relevant staff member, who will endeavour to help the student address this issue.

Student Monitoring

Teachers, managers and support staff will look out for signs that a student might be having difficulties and is in need of pastoral support. Signs include, but are not limited to:

- Deterioration in attendance / frequent unexplained absences
- Change in mood / demeanour
- Decline in academic performance
- Lack of concentration in class
- Lack of engagement with other students

Any concerns raised will be followed up by relevant staff with sensitivity and confidentiality, to ascertain what support can be offered to the student.

Missing Student Procedure

This procedure applies to all students over the age of 18. A separate procedure for dealing with missing students under the age of 18 is outlined in the '*WE Bridge Academy Safeguarding Policy*'.

- The Academic Support Office (ASO) will check the student attendance every day at 3pm.
- The SSO will compile a list of any student who have been absent that day and for the preceding two days.
- This list will be forwarded to the Student Welfare and Accommodation Officer (SWAO)
- The SWAO will attempt to contact the missing students by phone and email to check on their wellbeing.
- Any attempts at contact and the outcome will be recorded in the student's profile on SEAtS.
- If the SWAO is unable to contact the student after 24 hours, the SWAO will make a home visit to check on the student's welfare.
- If after a home visit there is still no contact with the student, the SWAO will attempt to contact the student's emergency contact to find out if they have any information about the student's whereabouts.
- If this attempt is unsuccessful, the police will be contacted and the concerns regarding the missing students will be passed on.
- The eventual outcome of the Missing Student Procedure will be recorded in the student's profile on SEAtS.
- Any effect this absence has on the student's attendance will be dealt with separately under the WE Bridge academy Attendance Policy.

In the event of the ASO not being available, their actions role will be carried out by the Assistant Director of Studies (ADoS). In the event of the SWAO not being available, their role will be carried out by either the ASO or ADoS.

Prevent

Radicalisation and being drawn into extremist ideology represent a threat to the physical and emotional wellbeing of students. To counter possible radicalisation of students, all staff are trained in 'Prevent', both through online and in-house training. Any concerns about possible radicalisation will be referred to the Prevent Lead. Full details of can be found in the '*WE Bridge Prevent Policy.*'

Missing students

If any student misses 3 consecutive days of classes without contact, a nominated member of staff will contact the student by phone to find out why the student is missing class and check their welfare. If after 24 hours of attempted contact they have not been able to reach the student, a nominated member of staff will attempt to visit the student's residence to check on their welfare. If this is unsuccessful, the police will be contacted and informed of the academy's concerns about the student's welfare.