

Student Welfare Policy

Implemented: November 2018

Reviewed: November 2019

Reviewed: February 2021

Reviewed: February 2022

Next review: February 2023

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 in 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 Accommodation and Welfare Officer (AWO) 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

Students can make appointments to speak to the AWO on the Student Portal. In the event of students needing urgent assistance in these matters when the AWO 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

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 Accommodation and Welfare Officer (AWO) will check the student attendance every day.
- The AWO 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 Academic Centre Manager (ACM).
- The AWO and ACM will confer and to contact the missing students by phone and email to check on their wellbeing if deemed appropriate / necessary.
- If the AWO or ACM is unable to contact the student after 24 hours, the AWO 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, or in the case of online students who are studying from abroad, the AWO will attempt to contact the student's emergency contact / Agent / family members 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 AWO not being available, their actions role will be carried out by the ACM, or the ACM will delegate a member of staff to carry out their duties.
- This procedure applies to students who are based in Cardiff. If a student is based in another country and attending classes remotely, academy staff will still attempt to make contact to check on the students welfare. However, home visits and police reports are not deemed appropriate in this situation.

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.*'