

Student Welfare Policy

WE Bridge Academy
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UK

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Policy Aims

WE Bridge Academy recognizes that students have needs beyond the purely educational and strives to provide students all necessary support regarding their physical, emotional and spiritual wellbeing. The Student Welfare Policy sets out how the academy will ensure that all 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 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

Our admin and academic team are available to students to help and advice 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 team on the Student Portal.

Students 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 Academic team will check the student attendance every day.
- A list of students with less than 80% attendance is compiled by the DOS on a weekly basis.
- The AWO and DoS 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 DoS is unable to contact the student, 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, we will

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.
- Any effect this absence has on the student's attendance will be dealt with separately under the WE Bridge Academy Attendance Policy.

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.'*