

Student Welfare and Wellbeing Policy

Policy Category	Academic – Student
Subject	Student Welfare and Wellbeing
Approving Authority	Academic Board
Responsible Officer	Director of Student Services
Responsible Office	Student Support and Wellbeing Office
Related Procedures	Mental Health Support Procedure, Safeguarding Procedure, Disability Support Procedure
Related Policies	Equality and Diversity Policy, Student Code of Conduct, Health and Safety Policy
Effective Date	25/02/2025
Next Review Date	25/05/2025

1. Introduction and Purpose

1.1 Purpose

- 1.1.1 This policy aims to ensure that all students at iQualifyuk receive appropriate support for their mental health, emotional wellbeing, and personal development.
- 1.1.2 It establishes a framework for creating a safe, supportive, and inclusive learning environment that fosters academic and personal success.
- 1.1.3 The policy aligns with UK higher education best practices, including guidance from the Office for Students (OfS) and Universities UK (UUK) on student mental health and wellbeing.

1.2 Scope

- 1.2.1 This policy applies to all students enrolled in iQualifyuk programmes, including undergraduate, postgraduate, and foundation-level students.
- 1.2.2 It covers all aspects of student welfare, including mental health support, safeguarding, disability support, and personal development initiatives.



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2. Principles of Student Welfare and Wellbeing

2.1 Student-Centred Approach

2.1.1 iQualifyuk is committed to prioritising student welfare, ensuring that all students have access to the necessary support services.

2.1.2 A proactive and preventative approach is taken to address student wellbeing concerns before they escalate.

2.2 Inclusivity and Accessibility

2.2.1 Wellbeing services will be inclusive and accessible to all students, regardless of background, disability, or personal circumstances.

2.2.2 Reasonable adjustments will be made for students with disabilities, including mental health conditions.

2.3 Confidentiality and Respect

2.3.1 Student information and wellbeing concerns will be treated confidentially, following GDPR and UK data protection laws.

2.3.2 Students will be treated with dignity, respect, and without discrimination when accessing support services.

2.4 Collaboration and Signposting

2.4.1 iQualifyuk will collaborate with external organisations, including mental health professionals, charities, and community services, to provide additional support where needed.

2.4.2 Students will be signposted to relevant internal and external support services when necessary.

3. Student Support Services

3.1 Mental Health and Wellbeing Support

3.1.1 iQualifyuk provides mental health support through trained advisors, counselling services, and self-help resources.

3.1.2 Students experiencing mental health difficulties can request reasonable adjustments, including deadline extensions or alternative assessments.

3.1.3 In cases of crisis, students will be directed to emergency support services such as NHS 111, Samaritans, or local mental health teams.

3.2 Safeguarding and Student Safety

3.2.1 iQualifyuk has a safeguarding framework in place to protect students from harm, abuse, neglect, or exploitation.

3.2.2 Any concerns regarding a student's safety should be reported to the Designated Safeguarding Lead (DSL) immediately.

3.2.3 All staff working with students must complete safeguarding training and be aware of their responsibilities.

3.3 Disability and Special Educational Needs (SEN) Support

3.3.1 Students with disabilities or additional learning needs are encouraged to register with the Student Support and Wellbeing Office for tailored assistance.



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3.3.2 Reasonable adjustments, such as extra time in assessments, assistive technology, or learning support, will be provided as needed.

3.3.3 Students must provide medical or professional evidence to access specific support services.

3.4 Financial and Accommodation Support

3.4.1 iQualifyuk provides guidance on student finance, including scholarships, hardship funds, and budgeting advice.

3.4.2 Students experiencing accommodation difficulties can receive advice and referrals to relevant support services.

3.5 Personal and Professional Development

3.5.1 iQualifyuk offers workshops, mentorship, and career guidance to support students in their personal and professional growth.

3.5.2 Students are encouraged to participate in extracurricular activities and student-led initiatives to enhance their overall wellbeing.

4. Reporting Concerns and Seeking Help

4.1 Self-Referral

4.1.1 Students can access wellbeing services by contacting the Student Support and Wellbeing Office via email, phone, or by booking an appointment.

4.1.2 Students experiencing urgent distress should seek immediate assistance from emergency services or designated crisis helplines.

4.2 Staff and Peer Referrals

4.2.1 Staff members concerned about a student's wellbeing should refer them to the Student Support and Wellbeing Office, ensuring confidentiality is maintained.

4.2.2 Peers who notice signs of distress in fellow students are encouraged to guide them towards available support services.

5. Policy Review and Compliance

5.1 Annual Review

5.1.1 The Student Support and Wellbeing Office will review this policy annually to ensure its effectiveness and alignment with best practices.

5.1.2 Feedback from students and staff will be incorporated into policy updates.

5.2 Compliance Monitoring

5.2.1 The Director of Student Services is responsible for ensuring compliance with this policy across iQualifyuk.

5.2.2 Any breaches or failures to follow the policy will be investigated, and corrective actions will be taken.



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6. Contact Information

For any student welfare or wellbeing concerns, students can contact:

Email: support@iqualifyuk.com

Phone: +44 (0)20 3743 1808



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