

London School of Academics Welfare Policy 2017

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1. PURPOSE OF POLICY

London School of Academics prides itself on providing a supportive learning environment for all learners. We recognise our legal duty to safeguard and promote the welfare of vulnerable adult learners on our courses as well as our moral duty to safeguard and promote the welfare of all our adult learners on our courses.

In the event that our learners might be at risk of significant harm, a referral would be made to relevant organisations, networks and agencies who can offer support including the police.

With cases involving extremism and/or radicalisation learners will be referred to the Channel Programme. This programme has been designed to address the vulnerabilities of the individual being referred, serving the purpose of preventing them becoming further radicalised and preventing them taking actions which could result in them entering the criminal justice system.

This policy sets out the ways we safeguard and promote the welfare of learners, including the academic and pastoral support provided for learners.

2. HOW WE SAFEGUARD

London School of Academics has appointed key members of staff for learners to approach where they need support or feel that their peer needs support. These key members of staff include the Managing Director (Sheila Singh), the Welfare Officer (Charlotte Saunders), the Prevent Lead (Soni Singh) and Lecturers. The following table details their responsibilities:

Sheila Singh	Charlotte Saunders	Soni Singh	Lecturers
-Listening	-Listening	-Listening	-Listening
-Provide advice where appropriate	-Provide advice where appropriate	-Provide advice where appropriate	-Provide advice where appropriate
-Provide reassurance where appropriate	-Provide reassurance where appropriate	-Provide reassurance where appropriate	-Provide reassurance where appropriate
-Make a referral	-Make a referral	-Make a referral	-Make a referral
-Follow up on reports made by learners of their peers	-Refer reports made by learners of their peers to the Managing Director or Prevent Lead	- Refer reports made by learners of their peers to the Managing Director or Prevent Lead	- Refer reports made by learners of their peers to the Managing Director or Prevent Lead
-Hold information in confidence unless necessary to disclose	-Hold information in confidence unless necessary to disclose	-Hold information in confidence unless necessary to disclose	-Hold information in confidence unless necessary to disclose
-Take action necessary to safeguard learners and for the welfare of learners			

The college also has a reporting procedure which can be used in the event that there is a concern about a learner's welfare. Concerns of welfare include the signs and symptoms of stress, depression, mental health issues, struggling to cope with a grievance and behaviour which is not normal of the learner. This is a non- exhaustive list and includes in accordance with the Prevent Duty situations where a learner is considered as vulnerable to being drawn into terrorism. The latter could involve the engagement, promoting and inciting of extremist, radical and terror related activity and/or views.

To report concerns, learners should follow the procedure below:

1. A concern should be reported to any of the following formally or informally, through face to face or written communication (email/letter): Managing Director, Welfare Officer, Prevent Lead or Lecturer. The above will listen and take down the information. This information will only be communicated with those necessary to take action.
2. Where a report is made to the Welfare Officer or a Lecturer and it is related to the Prevent Duty it will be referred to the Prevent Lead who will communicate this information to the Managing Director for consideration. Where the report is of a serious nature the learner concerned will be called in to discuss the factual accuracy of it and then where appropriate the Prevent Co-ordinator will be contacted for a referral to the Channel Programme. In the event that the report is not Prevent Duty related it will be (where advice cannot be given) referred to the Managing Director.
3. The Managing Director will take action to safeguard learners or the learner of concern.

3. HOW WE PROMOTE THE WELFARE OF OUR LEARNERS

Pastoral support available:

London School of Academics understands the importance of providing learners with support during their educational journey with us, therefore we offer the following (dependent on programme studied):

-Personal tutors who can offer support and guidance regarding academic, career and personal matters.

-Welfare officer who can offer support and guidance regarding career and personal matters.

-Career advisor who can offer support with career development, CV writing, job searching and completing job applications. The Career Advisor also brings in teaching agencies and industry specialists in career development to give guidance.

-Mentors for each class who have completed the course of study, they can offer advice and support related to study.

-Learner Representatives per class elected by learners. Student representatives voice the opinions of their peers throughout the learning journey.

-One to one support for Dyslexic learners with regards to the use of software such as Dragon Speech

- One to one support for learners with the use of ICT
- Support with Maths, English and ICT through sessions focused on Basic Maths, English, ICT-use of PowerPoint, Microsoft and Excel.
- Extra curriculum activities which promote socialisation.

Academic support available:

London School of Academics are committed to ensuring our learners receive a high level of academic support while on their academic journey. Academic support is provided through the assignment of a personal tutor. Academic support can involve support with referencing, units, mitigating circumstances, ICT and more (dependent on the programme studied).

Personal tutor role and responsibilities include:

- Being first contact for support and advice
- Listening to concerns learners have regarding academic, career and personal matters in confidence.
- Making referrals for further support where they cannot offer support or advice on academic concerns or personal matters.
- Informing learners in the event of a referral being made or where they need to disclose information.

It is important to note that personal tutors have the right to refuse conversation on personal matters such as sexual health, it is advised learners discuss such matters with their GPs.

Boundaries of the personal tutor:

- A personal tutor cannot give medical advice or advice beyond their abilities.

Tutorials will be held in confidence on a one to one bases however issues of serious concern or requiring referral can be disclosed to either the Director of the College or Curriculum Manager. These can include: Pregnancy, ill health, an intention to commit suicide and issues concerning academic progress.

Support is also offered by London School of Academics through extra curriculum sessions on Maths, English, ICT and the support of a Dyslexic advisor demonstrating the use of software such as Dragon Speech.