



# **Student Welfare Policy**

Core Documentation Cover Page					
Student Welfare Policy					
Version number	Dates produced and approved (include committee)	Reason for production/ revision	Author	Location(s)	Proposed next review date and approval required
V1.0	Sep 2018 Academic Council	New policy to clarify student welfare and support services available to students.	Student Support Manager	All master versions will be held in: J:\0 Quality Team - Core Documentation Website	Aug 2020
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Equality Impact	
Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)	X
Neutral equality impact (i.e. no significant effect)	
Negative equality impact (i.e. increasing inequalities)	
<p><b>If you have any feedback or suggestions for enhancing this policy, please email your comments to: <a href="mailto:quality@uco.ac.uk">quality@uco.ac.uk</a></b></p>	

## Student Welfare Policy

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## 1. INTRODUCTION

1.1 The UCO recognises that studying can be stressful and students' personal lives can create added difficulties that can negatively impact their university experience. In recognition of this, the UCO has in place various support mechanisms to ensure students can make the most of their time here. The Student Welfare Policy is designed to explain the different avenues of support available to UCO students.

## 2. SCOPE

2.1 This policy is applicable to students and staff to enable them to become familiar with and effectively utilise, the UCO's student support services and, when necessary, know when and who to refer students to the appropriate Student Support Department service.

## 3. THE STUDENT SUPPORT DEPARTMENT

3.1 The Student Support Department consist of the Student Support Officer, Student Learning Advisor and Counsellor. The Student Support Department is the primary source of support with each member of staff providing a different type of support for students. The Student Support Department is overseen by the Head of Student Services.

### A) THE STUDENT SUPPORT MANAGER

3.2 The Student Support Officer helps students with disabilities that may need support during their time at the UCO. To receive disability support students will need to arrange a one-to-one appointment with the Student Support Officer to discuss their disability. During discussions, if adjustments are required, the Student Support Officer will discuss the student's options with them and then make a recommendation to the Occupational Health Committee (OCH). The OCH will make the final decision on all student adjustments. Disability adjustments are made on an individual basis and tailored to a student's individual need, as what is an appropriate adjustment for one student may not be appropriate for another. To ensure students receive the right support, it is imperative that students speak openly with the Student Support Officer, so all options can be explored.

3.3 The Student Support Officer also provides advice to students on any financial difficulties they have. The UCO has a number of grants and loans available to students experiencing financial hardship. The Student Support Manager advises students on all of them. The Student Support Manager can also advise students on external grants, eligibility for state benefits, Student Finance queries and difficulties paying tuition fees.

3.4 Where students are experiencing personal difficulties that are affecting their wellbeing, the Student Support Officer can discuss the matter confidentially and advise students on their options. These may involve liaising with other staff members, referring students to reputable third party organisations or advising students on postponing exams and extending assessment deadlines. The Student Support Officer should be the initial point of contact for students to discuss issues concerning their well-being.

## B) THE STUDENT LEARNING ADVISOR

- 3.5 The Student Learning Advisor is a dedicated member of staff who can provide support to students with the academic skills they need to excel on their course. This can involve but is not limited to support with planning academic essays, revision techniques, referencing, proofreading work and time management skills.
- 3.6 Many students come from a variety of backgrounds. Some students have only recently completed their A-levels, others have been out of higher education for a number of years and there are those for whom English is a foreign language. Whatever the background, the Student Learning Advisor can support students with their academic skills. Support can be arranged on an individual basis or a group appointment if that is preferable. To receive the best available support, students are encouraged to contact the Student Learning Advisor as soon as they identify the need for additional support with their academic skills.
- 3.7 When proofreading assignments, the Student Learning Advisor is unable to support students with the substantive questions relating to their module content or assignment. Please see the Proof Reading & Feedback on Draft Assessments Policy & Procedure for further information here:

<https://www.uco.ac.uk/about-uco/who-we-are/policies-procedures-and-privacy>

## C) THE COUNSELLOR

- 3.8 The Student Support Department has an onsite counsellor. They can support students who are experiencing mental health difficulties, difficult life events and difficult emotions. Appointments can be arranged via email or by signing up to available slots on the notice board outside of the Counsellor's office at Room 3.12.
- 3.9 Counselling is a confidential service and the contents of appointments are not shared with other members of staff at the UCO without a student's permission. The counselling service offers students a maximum of six counselling sessions. After these are completed, the Counsellor may refer the student to an appropriate external agency if more support is required. In limited circumstances, the Counsellor may decide to give a student more than the standard six appointments. This decision is purely at the discretion of the Counsellor and will be decided on a case-by-case basis.

## D) ACADEMIC TUTORS

- 3.10 Academic Tutors are there to support students throughout their studies by providing general academic support. An Academic Tutor will do this by working with students to evaluate their learning, creating action plans and establishing learning goals to improve their academic marks.
- 3.11 Through discussions, if there are issues raised that are outside the general academic support scope, Academic Tutors will refer students to an appropriate member of staff. This will usually be a member of the Student Support Department.

## 4. RELIGIOUS FACILITIES

4.1 As an inclusive institution, the UCO recognises the need to provide facilities for religious students to practise their faith. UCO therefore has a dedicated multi faith room available to staff and students of all faiths. The room can be used for prayer, meditation or quiet reflection. The room is simply furnished and has no permanent religious imagery. All are welcome to use the room for its stated purpose but are expected to be sensitive to the customs and needs of others whilst there.

## 5. USEFUL CONTACTS

<b>Head of Student Services</b>	Oversees the Student Support Department and ensure that student support services are provided appropriately.
<b>Course Leaders</b>	There to support students with concerns about their general academic studies as well as content specific issues.
<b>Unit Leaders and Tutors</b>	There to provide support with content specific issues.
<b>Registry</b>	Staff members provide procedural information on the Special Circumstances Procedure, taking an interruption of studies and withdrawing from the UCO.
<b>Student Finance Officer</b>	Should be notified when there are issues with paying tuition fees.

## 6. LIMITATIONS

6.1 The UCO will always try to support students were possible. However, there are instances where the level of support may be beyond our scope or capabilities. In situations such as these, the Student Support Department will refer students to appropriate external organisations. When circumstances like these arise, Student Support will explain to the student their options and offer assistance where practical and beneficial.

6.2 A key element of support is student engagement. Therefore, the Student Support Department expects students to engage with the support provided and, where necessary, seek appropriate help from suitable members of staff.

## 7. SUPPORT TO STUDY POLICY

7.1 Where students are experiencing personal difficulties that affect their ability to attend, engage with the course or they display behaviour inappropriate as a student, staff can potentially instigate supportive measures through the Support to Study Policy. Please see the Support to Study Policy for further information:

<https://www.uco.ac.uk/about-uco/who-we-are/policies-procedures-and-privacy>