



TEMPLEGATE TRAINING
ACADEMY CIC

Templegate Training Academy (TTA)

Student Welfare Policy

Reviewed: June 2020

Next Review: May 2021

INTRODUCTION

This policy outlines the welfare support which the Templegate Training gives to its students. It aims to ensure students are aware of what the Organisation can provide for them. The Organisation is dedicated to ensuring that all students are supported to enable them to be happy, healthy and successful.

OVERVIEW

- Students are given the opportunity to complete a Medical Disclosure Form on enrolment at the Organisation. This form is used to disclose any type of condition the student feels the Organisation should be aware of. The student selects with whom this information is shared
- The Student Welfare Coordinator (SWC) meets privately with each student who completes a form to discuss their needs further. If requested by the student, the SWC will then arrange to meet with the relevant teaching staff to discuss the student's needs and the ways these might affect her or his studies
- If students request specific arrangements (for example, special exam conditions) they are asked to submit up-to-date and approved documentation and a completed form to the SWC
- Students are encouraged to take responsibility for their welfare and seek help from staff within the Organisation when problems first arise; all students who seek help are treated fairly, sensitively and with respect. Students may choose, as their first port of call with problems, either the SWC, or their Personal Tutor.
- The SWC is there to advise, listen and take further action if necessary. However, it is vital to note that they cannot provide a professional level of counselling or psychotherapy. Generally, students can meet with the SWC a maximum of five consecutive times regarding the same matter, after which they must seek external help. If a counselling/psychotherapy level of service is required by the individual, the SWC can guide them on to the relevant contact to escalate the support to a higher level
- Each student is allocated to a Personal Tutor, whose primary role is to provide pastoral and learning advice for the duration of their time at the Organisation. The student will meet their Personal Tutor at regular intervals
- Tutors are not trained counsellors, and will advise students with serious problems to consult the SWC to discuss the possibility of seeing such a counsellor. A student wishing to change their Personal Tutor should consult the SWC in the first instance

COUNSELLING SERVICES

If a student expresses the need for counselling services to the SWC, they must book an appointment with their GP to discuss their problems and have their name added to the NHS counselling waiting list. The Organisation uses an external counselling service that is a private practice that has been working with Templegate to support students. The Organisation anticipates that when the four sessions have been completed, a place on the NHS should become available. Once the appointments begin, the student will provide the SWC feedback regarding the counselling session but respects privacy. Strict confidentiality is maintained throughout the whole process. Counselling not available to students who are on a break in studies.

CONFIDENTIALITY

The Organisation is committed to maintaining confidentiality between the student and the member of staff from whom she or he has requested this from. Therefore, students should be reassured that they seek help in confidence and the information they reveal will not be shared without their permission. However, if a student is deemed a danger to themselves or others, the SWC or other member of staff, are obliged to notify relevant other people of the situation. Students may be encouraged to give permission for information about them to be shared in less serious cases – for example, a student with dyslexia who wishes this condition to remain confidential from their tutors should have it pointed out to them that their tutors may be able to teach them better with this knowledge – but the decision remains their own.

If a student is concerned about another student's welfare, she or he should first encourage that individual to seek advice from the SWC or other relevant member of staff. If this proves to be difficult, the person with that concerning information should seek advice themselves, in confidence, from the Adviser or other member of staff. If the Organisation feels it is necessary to intervene and involve either other members of staff or external professionals, the individual providing the information will remain anonymous.

SUMMARY

Overall, Templegate Training aims to provide a supportive environment that will help students with welfare issues to realise their academic/vocational potential, to successfully complete their course and to graduate from the Organisation feeling fulfilled both academically and personally. It aims to facilitate and promote positive mental health and well-being to all students, in order to ensure that each student has the best possible experience of the Organisation.

Last review June 2020