

Title:	Student Welfare and Pastoral Care Support Policy
Policy Number:	P050
Approval Date & Version:	March 2022, Ver. 0.5
Approved by:	Academic Board (AB)
Next Review Date:	January 2024

External Reference Points:

External Source	Reference Points
UKQC- Core Practices	<ul style="list-style-type: none"> The provider has sufficient and appropriate facilities, learning resources and student support services to deliver a high-quality academic experience The provider supports all students to achieve successful academic and professional outcomes
UKQC- Advice and Guidance	<ul style="list-style-type: none"> Enabling Student Achievement Learning and Teaching Assessments
Awarding Body Reference	<ul style="list-style-type: none"> Programme Specifications London Met Academic Regulations Pearson BTEC Recognition of Prior Learning Policy
Other reference Points	<ul style="list-style-type: none"> NCL Quality Assurance Manuals Student Handbooks/ Course Handbooks Strategic Plan 2017-2020 Access and Participation Plan
	<ul style="list-style-type: none"> Recruitment, Selection and Admissions Policy Equality and Diversity Policy Student Attendance, Re-Registration and Progression Policy Teaching and Learning Policy Assessment Policy Student Complaints Policy and Procedures
	<ul style="list-style-type: none"> Recommendation of National Committee of Inquiry in Higher Education; 1997 OfS: The Regulatory Framework for Higher Education in England

1. Aims of the Policy:

- 1.1. Nelson College London commits to providing support for students both professionally and personally as they progress with their studies at the College.

- 1.2. This policy lays out a planned approach of Nelson College London towards providing its students with welfare and pastoral care support.

2. The Scope:

- 2.1. Students have a responsibility to be proactive in managing their own welfare and in seeking support as and when appropriate. In particular students must provide information about any situation or condition that will impact on their welfare and for which they would like support from Nelson College London.
- 2.2. This policy covers a range of student welfare and pastoral care services available at Nelson College London, such as:
 - 2.2.1. Disabilities and Care Leaver Support
 - 2.2.2. Financial Support
 - 2.2.3. Academic Support & Personal Tutor Support System
 - 2.2.4. Counselling Support
- 2.3. Further details and guidance on 'Academic Support and Personal Tutor Support System' are available in '*Personal Tutor and Support Policy and Procedures*'.

3. The Policy Statement:

- 3.1. Nelson College London will take all reasonable steps to ensure that the provision of appropriate welfare support is based on the needs of its students. The amount of support to be provided will be determined using demographics and demand needs analysis.
- 3.2. Nelson College London is committed to fair and equitable treatment for all members of the NCL community and the disclosure of any concerns, health issues whether physical or mental, will be treated confidentially and will not put the student at a disadvantage.
- 3.3. Nelson College London will set up financial support arrangements with an aim to support and ease access to Higher Education.
- 3.4. Nelson College London will set up and maintain detailed procedures in relation to its Hardship Fund in order to assist students who experience unexpected financial difficulties due to circumstances which could not have been predicted at the start of their course. The processes and procedures will be made available in the appropriate section of the College website and /or VLE.
- 3.5. Nelson College London will set up and maintain detailed procedures in relation to its Bursary Package to support students through their studies by helping them with their general living costs. The processes and procedures will be made available in the appropriate section of the College website and /or VLE.
- 3.6. Nelson College London will set up a 'Welfare, Disability and Care Leaver Support' team to offer practical support to students and signpost them to the counselling, special advice and support services.

4. Types of support available at Nelson College London:

- 4.1. Nelson College London provides a range student welfare and pastoral care services.
 - 4.1.1. Disabilities and Care Leaver Support
 - 4.1.2. Financial Support
 - 4.1.3. Academic Support
 - 4.1.4. Counselling Support

Disabilities and Care Leaver Support:

4.2. Nelson College London offers a wide range of support services to students with disabilities and encourages a positive climate of disclosure. The College will make reasonable adjustments in order to support applicants/ students with disabilities, long term medical conditions, or a specific learning difficulty.

4.3. Such adjustments will arise from an identified need relating to the relevant disability which will be determined during one-to-one meeting with the 'Disability Support officer' and with the support of evidence submitted by the applicant / student.

4.4 If an applicant / student requires individual adjustments, then they must register with the 'Disability Support Team' and provide appropriate evidence. It is the responsibility of an applicant / student to obtain appropriate medical or other evidence and submit it to the College.

4.5. The list of acceptable evidence includes but is not limited to the following:

- a. Must not be more than four months old at the date of submission to the College.
- b. Must be written by a medical or other suitably qualified professional/specialist.
- c. Must be written in accessible English, free (so far as is possible) from technical medical jargon.
- d. Should identify specific areas of difficulty in relation to study-related problems.
- e. Any report of specific learning difficulties must contain a clear diagnosis.

Financial Support:

4.6. Nelson College London has set up financial support arrangements with the aim to ease access to Higher Education.

4.7. NCL Hardship Fund

4.7.1. The Hardship Fund aims to assist students who experience unexpected financial difficulties due to circumstances which could not have been predicted at the start of their course.

4.7.2. The fund is available on a first-come first-served basis subject to eligibility checks.

4.7.3. Eligibility: Students must meet all the eligibility criteria below:

The student must be enrolled on a course of study offered by the College.

- a. The student must be a UK resident
- b. The student must be eligible for funding as a Home Student.
- c. The student must be in receipt of the maximum statutory funding to which a student is entitled (this would include means tested maintenance loans and grants, Child Tax Credits, Housing Benefit, Parents Learning Allowance, Child Care Grant, Council Tax Reductions)
- d. The student must have paid their first instalment of Student Finance before applying to NCL Hardship Fund.
- e. The Student can apply only **once** during any one academic year.

4.7.4. Students are required to submit an application form along with a copy of a letter received from Student Finance England showing details of finance they will get and the relevant documents, such as bank statements and house rent details.

4.7.5. The Hardship Fund application form can be collected from Student Welfare Officers.

4.7.6. The students can submit the application either to the Student Welfare Officer or via Email to Student.Welfare@nelsoncollege.ac.uk

(Annexed to this Policy is the Hardship Fund Application Form)

4.8. NCL Bursary Package:

4.8.1. The Bursaries support students through their studies by helping them with their general living costs.

4.8.2. The Bursaries are non-repayable and can be spent on anything from rent and household bills to books and specialised equipments.

4.8.3. The Bursaries are available on a first-come first-served basis subject to checks conducted by the College.

4.8.4. Eligibility Criteria: Care Leavers or Disabled Students must satisfy the following criteria to be eligible for an NCL bursary:

- a. Have been in care (The proof of having been in care must come from an official source, such as a local authority).
- b. Classified with a disability and learning difficulties (appropriate medical evidence will be required).
- c. A permanent UK resident and a home student for fee purposes.
- d. The student must be in receipt of the maximum 'Maintenance Loan' as assessed by the Student Loans Company.
- e. The student should be listed in College Disability Register or Care Leaver Register.

- 4.8.5. Students are required to submit an application form with relevant evidence in order to be assessed for a Bursary Package
- 4.8.6. You can collect the Bursary Package application form from the Student Welfare Officers.
- 4.8.7. Students can submit the application to either the Student Welfare Officer or via email to student.welfare@nelsoncollege.ac.uk

(Annexed to this Policy is the Bursary Application Form)

Contact Details:

Welfare & Disability Support Officers at Nelson College London:

- 4.9 The friendly and experienced Welfare Officers are available to talk to students about any issue to provide support in a confidential manner. The Welfare Officers offer practical support as well as access to self-help materials and signposting to special advice and support services.
- 4.10. Welfare Officers offer telephone, Skype and face-to-face appointments.
- 4.11. The contact details of Welfare officers are as follows
- Tatiana Russell – HR/Health and Safety/Disability Support/Student Welfare Manager
Email: t.russell@nelsoncollege.ac.uk
 - Hira Khan- Administrator/Safeguarding/Disability Support/Student Welfare Officer
Email: h.khan@nelsoncollege.ac.uk
 - Lucia Ismail- Safeguarding/Disability Support/Student Welfare Officer
Email: l.ismail@nelsoncollege.ac.uk

Academic Support and Personal Tutor Support System:

- 4.12. Nelson College London has a dedicated ‘Student Support Team’ which provides guidance to the students if they have any concerns, about their academic work or personal development.

(Further details are available on ‘Personal Tutor and Support Policy and Procedures’)

- 4.13. Students can book appointments to arrange a meeting with ‘Student Support Lecturers’ if they need any additional support with their assignments.
- 4.14. To arrange a meeting the students are required to fill in a ‘Student Support Booking Form’ requesting on-to-one support. The form should be returned to either the Academic Administrator or the Head of Academic Services
- 4.15. The contact Details of Head of Academic Services: osiniagova@nelsoncollege.ac.uk

Counselling Support:

4.16. Counselling makes up part of a network of support for all students at any level of study at Nelson College London. There are a wide variety of services available including individual or group counselling and email counselling.

4.17. Student(s) can approach the Head of Academic Services in the first instance.

The contact Details of Head of Academic Services: osiniagova@nelsoncollege.ac.uk

Monitoring and Evaluation

The effectiveness of the implementation will be monitored by the College's Academic Board.