

Student Welfare Policy

1. Each staff member at the College has a general duty of pastoral care for the students in his or her classes or out of class with regard to administrative matters. All staff will be alert to students having difficulties of whatever kind. A student may feel confident to speak to a lecturer. A general duty of pastoral care may involve such things as: being available to answer student questions; initial response to critical incidents in student's lives, e.g. bereavement; marriage breakdown; taking note of learning difficulties; establishing a welcoming and caring relationship with students.

In some cases, where no conflict of duty exists, the staff member to whom the person first broached the issue may be the right person to help the student. Otherwise that staff member may refer the student, either if there is a conflict of duty, or if the problem is better dealt with by another person.

2. A panel of three College staff members should be established to act as the first point of referral of students experiencing serious difficulties. One or other of the panel may be approached, as deemed appropriate by either student or lecturer, to facilitate the required assistance.

The tasks of the panel members would be:

- to act as a referral point in the first instance for students experiencing difficulties;
- to decide whether the student is able to be assisted from the resources available at the College itself or whether the student should be referred to appropriate other person or body.
- to arrange the referral of students where necessary to the appropriate other person or body.
- to determine the limits of the College's duty of care to students in each particular case.

3. Problems beyond the College's own resources will be referred to a relevant professional service.

The College will bear any costs only to the extent determined by the staff panel who met to discuss the case.

Issued by the Dean. 2 May 2019