

STUDENT SUPPORT SERVICES POLICY

Responsibility of:	The Student Welfare Officer
Approval Date:	1 st November 2021
Review Date:	October 2024
Approved by:	Senior Management Team

STUDENT SUPPORT SERVICES POLICY

1. Policy Statement:

At UWL-RAK branch campus, we are committed to providing comprehensive support services to our students, ensuring their well-being, academic success, personal and professional development. The UWL-RAK branch campus helps its students reach their learning objectives and make reasonable intellectual progress toward fulfilling the course's learning outcomes. The goal of the Student Support and Welfare Policy is to promote a learning environment where each student feels secure and supported and can positively contribute to the UWL-RAK branch campus community.

Responsible Officer(s):

The UWL-RAK designates a member or members of its staff to be the official point of contact for students. The Student Welfare officer heads the team and have access to up-to-date details of the UWL-RAK branch campus student's information.

The Support Service team consists of:

- Academic Administrator
- Transport coordinator
- Facilities In charge
- Physical Education coordinator
- Placement In charge

This policy emphasizes the University's commitment to supporting student learning and well-being and fostering a pleasant learning environment for all those involved, and it complements other pertinent policies and procedures of the UWL-RAK branch campus.

Scope

This policy applies exclusively to non-academic student support services provided by UWL-RAK branch Campus in accordance with the established partnership agreement with the home university.

Definitions:

The welfare and well-being support is defined as a specialist support provided by the Student Welfare Officer (SWO) in addition to support provided by administrative, academic and professional staff. Student Support encompasses general pastoral care and guidance, mental health and well-being support, and disability support.

Objectives:

1.1. To create an inclusive and supportive environment that fosters the academic, personal, and social growth of all students.

1.2. To provide timely, sufficient and accessible range of non-academic support services that address the diverse needs of our student population.

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1.3. To promote student success by offering resources and interventions that enhance learning, retention, and graduation rates.

1.4. To collaborate with faculty, staff, families, and external organizations to create a holistic network of support for our students.

Support Principles

UWL-RAL Student Support services are:

- Accessible,
- Responsive,
- Available as on demand and opt in processes,
- Provided at no additional cost to students,
- Aligned with access and equity principles,
- Non-discriminatory.

Student Privacy

When engaging with students, the Student Support Team will check and verify at least three of the following:

- Name,
- Course,
- Level,
- Student Email ID,
- Enrolment/student ID number,
- Phone number.

The matters discussed between the students and the SWO shall stay private and confidential.

A decision to break confidentiality will only be made in exceptional circumstances, when either the student or someone else is deemed to be at risk of harm.

The Student Support Service team therefore operates a confidential service, which means that information disclosed to the SWO is not passed on without explicit consent. However the student or SWO can choose 'full' or 'restricted' disclosure.

Full Disclosure

The SWO may need to disclose information in order to implement reasonable adjustments and support. This information will only be shared where necessary on a 'need to know' basis, 'need to know' is defined as sharing sufficient information in order for us to be able to implement support and reasonable adjustments effectively and with people who are involved in that process.

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Examples of who we may share information with may include (but is not limited to): academic staff, course leader, and professional and regulatory bodies.

The SWO will never share information with another student without explicit written consent.

Restricted Disclosure

The SWO can choose to restrict disclosure to any party or individual.

2. Student Support Services Offered:

UWL-RAK defines 'Student Support' as the range of non-academic support services that are available to students.

2.1. Personal Counseling and Mental Health Services:

- Confidential counseling services
- Crisis intervention and support
- Mental health awareness and education programs

2.2. Disability Support Services:

- Accommodations assistance for students with disabilities
- Individualized support coordination

2.3. Social and Cultural Events:

- Organization of social and cultural events on campus
- Workshops, seminars, and conferences addressing social and cultural issues
- Celebration of diversity and multiculturalism through festivals and gatherings
- Collaboration with student clubs and organizations for event planning

2.4. Transport Services:

- Bus services for transportation to campus location
- Safe and reliable transportation options for field trips, study tours, or off-campus events
- Accessible transportation for students with mobility challenges
- Information and resources regarding public transportation options
- Accommodation assistance for students facing transportation challenges

2.5. Career Counseling and Development:

- Career exploration and guidance
- Job search assistance
- Resume and interview preparation
- Internship and co-op program support

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2.6. Health and Wellness Services:

- Health promotion and prevention programs
- Access to medical professionals and health clinics
- Substance abuse education and counseling

2.7. International Student Support:

- Immigration and visa support
- Cultural adjustment assistance
- International student orientation
- English language support programs

3. Procedure

- In order to empower students and give them access to a setting where they feel safe and supported and can actively contribute to the UWL-RAK community, UWL-RAK is committed to offering them the proper support and welfare services.
- UWL RAK shall ensure that essential student support services are available to aid students in completing their coursework and achieving their academic goals.
- All prospective students have the option to disclose details relating to physical and mental health, disability and/or additional learning needs upon application to UWL-RAK branch campus
- Students are introduced to the welfare officer/student support services as part of their induction.
- Necessary steps are taken to ensure that students are actively encouraged to take responsibility for their own learning and support needs, both in terms of recognizing their need for support and seeking assistance at the earliest opportunity to ensure early intervention.
- Students who disclose details relating to physical and mental health, disability and/or additional learning needs either pre-entry or during their studies, are referred to the SWO. Any specific learning, teaching and assessment needs identified are shared with relevant academic and professional staff.
- Students can access Student Support services by making an appointment with the SWO.
- The Student Welfare Officer will respond to all questions related to among other, the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
- Relevant information for students is also available on Student Notice Boards around the campus and regularly updated.
- The Student Welfare Officer assist with accommodation or general welfare issues, through providing appropriate advice and direction.
- The effectiveness of student support services is monitored and evaluated through student feedback and student support services reports. Recommendations for change or enhancement to procedures and guidelines are made to the Senior Management Team.

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- The Senior Admin Manager, Academic Deans and Chief Executive Officer will ensure that the Student Support Services are reviewed regularly, and corrective actions are applied when required.

4. Access to Student Support Services:

- 4.1. All students enrolled at UWL-RAK will have access to the support services outlined in this policy.
- 4.2. Urgent matters will be attended to promptly on advice of the front desk (initiated by the student) or UWL-RAK staff members.
- 4.3. Information about support services will be widely communicated through the website, student portals, induction sessions, and other appropriate channels.
- 4.4. Students can access support services by scheduling appointments, attending workshops, utilizing online resources, or reaching out to designated staff members.
- 4.5. The confidentiality of student information and records will be maintained in accordance with relevant laws and University policies.

5. Collaboration and Partnerships:

- 5.1. The University will foster collaboration among faculty, staff, and departments to provide integrated and coordinated support services to students.
- 5.2. External partnerships with community organizations, healthcare providers, and other relevant entities will be established to enhance the range and quality of support services available to students.
- 5.3. The University will actively seek feedback from students and stakeholders to assess the effectiveness of support services and identify areas for improvement.

6. Policy Review:

This policy will be reviewed periodically to ensure its alignment with welfare goals, evolving student needs, and best practices in student support services. Any revisions or updates will be communicated to the UWL-RAK community.

7. Implementation and Compliance:

- 7.1. UWL-RAK will allocate appropriate resources, staffing, and infrastructure to implement and sustain the student support services outlined in this policy.
- 7.2. All staff members involved in providing student support services will receive appropriate training, professional development, and ongoing supervision to ensure high-quality service delivery.
- 7.3. Compliance with this policy will be monitored and enforced by the Senior Management team within the UWL-RAK branch Campus.

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8. Related policy:
- Cause for Concern Policy
 - Student Mental Health Policy
 - Disciplinary regulations policy
 - Dealing with Unacceptable Behaviour policy
 - Acceptable Use of Information Assets Policy
 - Equality and diversity policy
 - Fitness to practise policy
 - Complaints policy
 - Fire and safety policy
 - Facility policy
 - Placement policy
 - Data protection and privacy policy