



## **STUDENT WELFARE POLICY**

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<i>REVIEWED BY:</i>	<i>DIRECTOR</i>
<i>NEXT REVIEW:</i>	<i>AS REQUIRED</i>
<i>POLICY LEAD:</i>	<i>COMPLIANCE COMMITTEE</i>

### **COMPLIANCE COMMITTEE MEMBERS**

**DIRECTOR  
ACADEMIC COORDINATOR  
STUDENT WELFARE OFFICER  
ACADEMIC OFFICER  
COURSE COORDINATOR**

# **Student Welfare Policy**

## **Introduction**

Metro College Of Management Science's student welfare services are available to all students who may be experiencing problems such as difficulties with coursework, problems settling in, homesickness, bullying, financial difficulties, health issues, family problems and any forms of abuse.

Metro College of Management Sciences is committed to provide complete and private services to our students. The college staff is always ready to solve or to provide solutions to its students. According to college policy there are several referral points within the college where students can have assistance on their different issues and matters.

Metro College of Management Sciences administration is fully aware of the importance of education in student's life and future. To do that we believe students have up-to-date information to choose their career and professions, therefore for student's welfare the college has appointed one career advisor to fulfil the purpose.

Metro College of Management Sciences offers a range of useful services for current and prospective students and can assist with a wide variety of issues relating to your individual needs and requirements. This includes:

- Giving impartial course guidance
- Providing financial advice and information about accommodation
- Keeping students informed about travel assistance and other dispensations available
- Liaising with external agencies on behalf of students
- Providing careers advice and guidance
- Providing counselling support and guidance

## **Other Student Services**

### **Airport transfers**

International students arriving in the UK for the first time may want representatives from the college to meet them at the airport. Students wishing to avail themselves of this service must submit the completed Airport Pick Up Request Form along with a fee of £100.00 at least two weeks before the arrival date.

### **Medical care**

International students enrolled on courses of more than six months' duration are entitled to free medical treatment through the UK National Health Service (NHS). All students must register with a local doctor (GP). Students encountering any difficulties in obtaining medical care must consult the college immediately.

### **Opening a bank account**

Upon arrival at the College, students are advised on the procedure for opening a bank account in Birmingham & Manchester and the necessary bank referral letters are provided by the College. Students may be charged for this service.

### **College library**

Metro College Of Management Sciences library stocks a number of publications related to coursework, journals, dictionaries, readers, novels, newspapers and magazines. The library operates a lending system

for some books and audio visual materials. Students are additionally encouraged to join the local public library, which is just minutes walk from the college. Restricted internet access is available for free both at the college and public library.

### **Photocopying and printing facilities**

Students may use the photocopy and print documents at the college at a nominal cost.

### **Travel information**

On arrival at the college, students are advised on how to use public transport, how get concessions on tickets and plan journeys using local routes. In some situations, there are up to 30% discounts available to full-time students.

### **Driving in the UK**

There are very strict laws in the UK about driving – these may be very different from the laws compare to international student's back home country. we, the college management believe that students must obey the motoring laws of the UK, with particular regard for those relating to drink driving and over speeding. The UK laws on driving under the influence of alcohol are strictly enforced and the punishment in the case of a conviction may include a custodial sentence. In the UK drink driving offenders are regularly sent to prison for lengthy periods.

### **Books and stationery**

The college provides students, where applicable, with the relevant course materials. However, students must purchase their own textbooks from the college or elsewhere. The textbooks and other course materials form an essential part of class work and must be brought to classes. Students are expected to buy their own textbooks and stationery.

### **English language support**

Students who wish to enrol on full-time courses whose English requires improvement are encouraged to attend language classes prior to continuing with their studies.

### **Part-time employment**

The college management is willing to provide up to date information to all its current and new students. The college administration is fully aware that students need extra pocket money and part time job but according to UKBA new rules and regulations private colleges students are not entitled for part time work permission. How ever we are always committed to guide our students in due course.

### **Immigration matters during study**

International students requiring immigration advice or immigration service during their stay at the college may get assistance from nominated college staff members, or send their enquiries to:

[immigration@metrocollege.org.uk](mailto:immigration@metrocollege.org.uk)

For general support or any confidential matters students may contact the Student Welfare Officer on:

[studentsupport@metrocollege.org.uk](mailto:studentsupport@metrocollege.org.uk)

### **Safeguarding of Vulnerable Adults.**

MCMS is committed to ensuring that all students at the College may study in a risk and abuse free environment. As part of its Health and Safety commitment, the College has recognised the necessity of formalising its stance in terms of safeguarding and who it considers to be a 'vulnerable adult'

A broad definition of a vulnerable adult is:

“A person who is 18 years of age or above, and who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him/herself, or unable to protect him/herself against serious harm or serious exploitation.”

*-Law commission – Who decides? Making Decisions on behalf of mentally incapacitated adults. 1997*

Though not specifically encompassed by the above reference, due to the language limitations and difficulties faced by some students at Metro College, all aspects of safeguarding will apply to students studying here.

The safeguarding policy carried out by the College will cover all students studying English as a foreign language and all students who may find themselves in situations of vulnerability due to being away from their home countries.

#### **Forms of abuse:**

- **“Physical abuse**, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions;
  - **Sexual abuse**, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting;
  - **Psychological abuse**, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
  - **Financial or material abuse**, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;
  - **Neglect and acts of omission**, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and
  - **Discriminatory abuse**, including racist, sexist, that based on a person’s disability, and other forms of harassment, slurs or similar treatment.”
- *Dept. Of Health ‘No secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse’ 2000*

All College staff and students are required to take shared responsibility for the safeguarding and safety of vulnerable adults on campus. They must be aware of, and abide by the College’s policies and procedures in relation to Health & Safety, Student Welfare, Harassment and Bullying.

All College staff are in a position of trust, in particular those staff who teach, support, guide or in any way interact with students, young people and vulnerable adults visiting the College. As a result of this, the College has quality systems in place whereby, all employees must submit an enhanced CRB check. The College will be run in a manner such that teaching and college activities are planned, organised and delivered in accordance with the Safeguarding policies. All teaching staff will receive training and guidance in relation to safeguarding issues. Furthermore, the College will conduct frequent Health and Safety risk assessments to ensure that policies and procedures are working as intended.

Metro College employs a Student Welfare Officer at each of its campuses, to ensure that there are appropriate support services in place. The role of the Student Welfare Officer (in relation to safeguarding) is:

- To receive information about events that are planned in the College that may involve young people or vulnerable adults, and plans that indicate how safeguarding will be covered;
- To receive information from any staff, volunteers, children, parents or carers who have child safeguarding concerns and record it;
- Assess the information promptly and carefully, clarifying and obtaining more information about the

matter as appropriate

- Record statements from any member of staff who feels that a young person or vulnerable adult has indulged in inappropriate behaviour.
- Refer, where necessary, any and all information to relevant statutory safeguarding agencies or the police.

Any incidents occurring within the College of suspected abuse or inappropriate behaviour involving staff or students, should be reported immediately. The College has a complaints and grievance procedure system in place whereby the information can be processed as speedily and efficiently as possible to ensure the safety of students takes top priority. Incidents should be reported in the first instance to the Student Welfare Officer, or the Director of the College.

This policy will be regularly monitored and reviewed in accordance with changes in legislation and guidance on the safeguarding of children and vulnerable adults or any changes within the College. It may also receive amendment following any issues or concerns raised about safeguarding of children or vulnerable adults within the College.