

## Welfare Policy

inlingua Leeds is committed to providing the necessary advice and pastoral care to its students and staff. Everyone at inlingua Leeds receives some welfare training, from CPD training for staff members and welfare sessions for students.

### Student welfare

All student welfare queries can be dealt with by any staff member. Students are advised to speak first to their teacher if the problem is to do with their studies, or to the Operations Manager if the problem is more serious. The Admin and Welfare office is responsible for dealing with student welfare enquiries. These are then reported and passed onto the inlingua Leeds management.

Student welfare is tracked throughout their course using the Welfare Questionnaires. There is a beginning and middle questionnaire each term. End of course feedback is gathered through the End of Course Feedback.

Staff also provide pastoral care and are encouraged to raise any concerns. Staff, associates or parents/family members who have any concerns about the welfare procedures related to a specific student should contact the management.

Students who would prefer to speak to a male welfare officer or need someone who can speak Arabic can make an appointment with the Admin and Welfare Officer

### Staff welfare

inlingua Leeds staff can bring up welfare concerns to their direct line manager and it will be forwarded on the Welfare Officers. Staff can also bring up any welfare concerns in the feedback questionnaires, and in the weekly staff meetings.

### Outside inlingua Leeds

inlingua Leeds is committed to providing support to students both in and out of college. inlingua Leeds promotes local events through its 'What's happening in Leeds?' wall to encourage students to get involved in events and activities.

Student cards have on the reverse the college's 24-hour emergency contact numbers to ensure that students are safe outside the college.

All students are issued with complete and comprehensive Useful Information guides that contain information about Leeds and life in the UK to avoid problems with cultural misunderstandings.

### Welfare partnerships

inlingua Leeds has special welfare partnerships to ensure the wellbeing of students in the college. These partners are welcome to advertise to our students and staff in exchange for offers. Students are not obligated to take these offers and non-approved companies are not permitted to advertise. The companies were chosen as supporting all areas of welfare for students and giving students

Created: 22/02/2019

Last Reviewed: 21/12/2023

To be reviewed: 21/12/2024

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maximum expert help available.

West Yorkshire Police:

West Yorkshire Police come periodically into the college to talk about personal safety, rights and laws in the UK and other topics related to policing.

Student Minds:

This Leeds-based student mental health charity is advertised all over inlingua Leeds to encourage international students to seek mental health help if they need it. Staff receive training on spotting signs of mental distress and Student Minds come in periodically to talk to students about reducing the stigma of mental health and how to get help if they need it.

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