



**UNIVERSITY
ACADEMY 92**
MANCHESTER

Student Well-being Policy

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		Regulations
		Procedure
		Code of Practice
		Guidance
<u>Area of UA92 business</u>		Academic
		Finance
		Governance and Compliance
		Marketing and Engagement
		Operations
		People
		Registry and Quality
	X	Student Life
		Student Recruitment and Admissions
	Other	
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REVISION HISTORY

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Version	Date	Revision description/Summary of changes	Author
1.1	27 th July 2021	Updating job titles and area categories. Addition of 'apprentices' into policy body.	Student Administration Assistant

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1. Purpose

The purpose of this policy is to:

- 1.1 Outline the commitment and ethos of University Academy 92 (UA92) to student well-being.
- 1.2 Identify the structure and remit of the UA92 student well-being service; specifically support and services available and how to access the service.
- 1.3 Provide clear guidance in relation to emergency and urgent situations where individuals may be at risk (please also see 'Safeguarding Policy').

2. Scope

- 2.1 This policy applies to all current students and apprentices registered on a UA92 course. Some support services are also available to applicants and access course students, although not all.
- 2.2 This policy does not apply to colleagues or visitors, although their health and well-being is of paramount importance to UA92 (please refer to policies published by the People team for information related to the well-being of individuals who are not students, apprentices or potential students).
- 2.3 Advice on how to use this policy, and procedures identified within, is available from the UA92 Student Well-being and Disability Manager.
- 2.4 UA92 will keep a record of all communication students, apprentices and applicants make with the student well-being service and/or the UA92 Student Well-being and Disability Manager directly. Any documentation provided will also be kept on file. Records will be retained in line with the UA92 Data Retention Policy.

3. Policy statements

- 3.1 The health and well-being of our students and apprentices is of paramount importance at UA92. Provision of a student and apprentices well-being service is intended to provide a safe and confidential environment for all, and an opportunity to access relevant support and services depending on individual circumstances. Our intention is to ensure the service remains as accessible as possible.
- 3.2 UA92 is committed to creating an environment and a culture that promotes inclusion and encourages discussions around physical and

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mental health, reducing stigma and encouraging disclosure to facilitate the provision of support.

- 3.3 UA92 is committed to supporting students and apprentices to maintain and improve their physical and mental well-being throughout their time with us. In addition to supporting students experiencing a decline in their physical and/or mental well-being, we seek to promote our overarching agenda of 'prevention rather than cure' by supporting students with ongoing character development (as embedded in the curriculum) and academic success.
- 3.4 The UA92 well-being service intends to provide both institutional support and to point students towards external providers such as the NHS, local and national charities and third-party organisations. UA92 is unable to act in place of these services but intends to support students to access relevant support, where possible.
- 3.5 In cases where students' physical or mental health meets the definition of a disability (as defined by the Equality Act 2010), UA92 is responsible for ensuring reasonable adjustments are made to reduce disadvantage related to participation and access to the curriculum (please see 'Disability Policy' for more information).

4. Overview of the Student Well-being Service

- 4.1 The Student Well-being Service recognises and values its duty of care to all students and apprentices and seeks to promote positive physical and mental well-being through:
 - Provision of regular well-being drop-in sessions to provide students with an opportunity to discuss any concerns in a confidential and safe environment.
 - The opportunity for longer one-to-one appointments with the UA92 Student Well-being and Disability Manager (or nominee in their absence) to discuss individual circumstances in more detail, develop an action plan with realistic objectives and facilitate access to relevant services.
 - Signposting to external organisations and support services for relevant support, e.g. GP surgeries, local authority teams, third party organisations etc., facilitated by UA92 establishing institutional links with local service providers.
 - A timetable of well-being activities delivered weekly to promote positive physical and mental well-being; all activities to be free of charge for students and apprentices as far as possible.
 - Provision of regular workshops focussed on specific subjects to encourage positive physical and mental well-being.

- Facilitating events and campaigns related to student well-being.
- Disability support provision, information and advice via the Inclusive Support service (please see '[Disability Policy](#)' for more information).
- Access to mental health support such as counselling or Cognitive Behavioural Therapy through local services (identification of and help to access appropriate services i.e. completion of self-referral forms etc.)
- Facilitating mental well-being training (as part of the character and personal development module), to equip students and apprentices with skills to look after their own well-being and support peers.
- Provision of money advice through weekly drop-ins, one-to-one appointments and individual membership to Blackbullion (financial education tool).
- Financial assistance for students in financial hardship
- Provision of safety and security advice from colleagues at Greater Manchester Police through regular drop-ins and one-to-one appointments on request
- Signposting to relevant multi-faith support groups offering spiritual pastoral care
- Access to a contemplation room on campus providing an opportunity for quiet time, prayer, meditation etc.
- Bespoke information and advice for international students and free membership to The International Society.
- Access to an online directory to enable students and apprentices to independently search for and access local and national services anonymously, without accessing the student well-being service directly (available on Microsoft Teams).

5. Accessing the Student Well-being Service

5.1 Students and apprentices can access the UA92 Student Well-being Service in various ways, by;

- Attending a well-being drop in
- Booking a 1-1 well-being appointment; this can be done via The Helpdesk, emailing InclusiveSupport@UA92.ac.uk, or contacting the UA92 Student Well-being Officer directly via Microsoft Teams.
- Attendance at workshops, training sessions or events
- Accessing regular drop-in services such as Money Advice, Greater Manchester Police and NHS Services

5.2 Additional information, advice and resources can be accessed via Microsoft Teams (well-being channel) without having to contact the Student Well-being Service directly.

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6. Emergency and/or Urgent Situations

Although rare, there may be incidents where a student's or apprentice's behaviour is a cause for concern. In these instances, help may either be required urgently (but not imminently) or the situation will require immediate action. Within the UA92 opening hours, staff, students and apprentices should follow the procedures as set out below. If the situation occurs out of hours, NHS or emergency services should be contacted as appropriate, as with the general population.

6.1 Emergency Situations

In extreme circumstances, where there is an imminent danger to the student or apprentice concerned or to others, the most appropriate action is to contact the Designated Safeguarding Officer (DSO), or the deputy DSO in their absence, who will contact emergency services if necessary. If they are not available immediately, emergency services can be contacted directly (in emergencies only).

Situations that may constitute an emergency would include;

- If a student's or apprentice's behaviour is posing an immediate risk to themselves or others.
- There is a risk of a student or apprentice attempting suicide.
- A student's or apprentice's behaviour is sufficiently out of the ordinary that the matter cannot wait until the next day e.g. severe agitation, disorientation, incoherence.

The Student Well-Being Service should be informed (though not urgently) so that appropriate follow up support can be offered.

6.2 Urgent Help Required

If there are concerns about a student's well-being, but it is not felt the situation constitutes an emergency;

- Advise the student or apprentice to contact their GP or NHS 111 who will be able to determine the best course of action.
- Advise the student or apprentice to contact the Student Well-being Service directly and/or request permission to share information with the service yourself (you are only able to breach confidentiality if there is a significant risk to the student or others)
- Contact the Designated Safeguarding Officer for advice.

7. Related Documentation

- Disability Policy
- Safeguarding Policy
- UA92 Data Retention Policy