



## 2. Student Welfare Policy & Procedures

### Policy

All ISC staff have responsibility for student welfare and to make the school a safe and happy place for students. Staff are expected to take a keen interest in the well-being of all the students and to be aware and able to assist in resolving potential problems as quickly as possible. Safeguarding is discussed in all staff meetings and student welfare lies at the heart of everything we do. Staff are resident in the boarding houses, so are well placed to identify any problems or issues at an early stage.

### Procedures

- For many of our students this is their first time away from home, therefore all staff must be alert to them experiencing difficulties in the first few days. It is important that students follow the school rules (W02), which are covered at the welcome talk and in the first class.
- Students can become homesick and a few kind words or introduction to other students is all that is necessary for them to settle in.
- House meetings are held each week and students are made familiar with fire safety and the house rules in their first meeting.
- If a student appears to be disorientated, including not sleeping or eating, this can often be resolved by talking to them and/or taking them on a further tour of the campus and watching out for them at mealtimes.
- Students can sometimes struggle making friends, particularly if they have come as an Individual. Introducing them to other students with similar interests and involving them in all house activities will usually resolve this. Occasionally, it might be necessary to move the student into another room; this must always be discussed with the office, group leader and head of house first.
- If after a few days the student is still unhappy or unsettled, a member of the management team or one of the directors should be informed.
- In all cases, the Group Leaders or the Individuals Group Leader should be informed and involved to help resolve the issue.

**All staff will be made aware of this policy and it is a condition of their employment that they support its full implementation.**

Signed:

Date: 18 February 2020

A handwritten signature in black ink, appearing to be 'Nicola Lee'.

Nicola Lee  
Director