



Name of Document:	Student Wellbeing Policy
Responsible area:	Advice and Wellbeing Service (AWS)
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Policy Owned and approved by:	Higher Education Management Team (HEMT)
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Section	v2.4 Change / Addition
Header / Governance	Now owned and approved by HEMT (Higher Education Management Team) <i>in consultation with SEEC</i> .
Introduction	Rewritten final paragraph: introduces cross-referencing to <i>Student Complaints Policy (v5.3)</i> , <i>Non-Academic Misconduct Policy</i> , <i>Disability Adjustments Policy</i> , and <i>DGC Single Equality Policy</i> .
AWS – Heading & Scope	Updated reference: Head of Service now chairs EDIC (Equality, Diversity & Inclusion Committee). Added paragraph clarifying AWS's signposting role in complaints, not adjudication.
Equality, Diversity & Inclusivity	Added paragraph: Complaints involving discrimination, harassment, or equality breaches may be handled under <i>Non-Academic Misconduct Policy</i> with AWS/EDIC support.

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1. Introduction

The David Game Higher Education Centre (DGHE) recognises that in order for students to develop and succeed both pastoral and academic support services need to be comprehensive and accessible. In addition, student welfare can only be assured when the culture and environment of the institution recognises equality, diversity and equal opportunity. Student advice and wellbeing is viewed holistically. Pastoral and academic support mechanisms work together providing a safety net for the whole student body. This philosophy is reflected in DGHE's Vision, Mission and Value statements and puts the student at the heart of our higher education provision.

This policy should be read in conjunction with the Student Complaints Policy, Non-Academic Misconduct Policy, Reasonable Adjustments Policy, and the DGC Single Equality Policy. Together, these policies ensure that all students have clear, fair, and accessible routes for support and redress. The Student Wellbeing Policy focuses on the promotion of welfare, health, equality, and inclusion, while the Student Complaints Policy provides the formal process for raising and resolving concerns about programmes, services, or treatment by college staff or peers.

2. Advice and Wellbeing Service (AWS)

DGHE has a dedicated professional Advice and Wellbeing Service (AWS).

The service provides confidential information, advice and guidance, and wellbeing support to all students. This includes support for students with learning differences and disabilities. AWS works in conjunction with the academic and student service teams. Students may be referred or self-refer in a variety of ways. The Head of the Service is the Chair of the Equality, Diversity and Inclusion Committee (EDIC) and the Student Staff Liaison Committee (SSLC).

The Advice and Wellbeing Service acts as a confidential support and signposting service for students who may wish to raise concerns or complaints. AWS staff can provide advice on available procedures, help clarify whether an issue falls under the Student Complaints Policy or the Non-Academic Misconduct Policy, and support students throughout the process. However, AWS does not investigate or adjudicate on formal complaints.

3. Disability Policy & Services

DGC's Single Equality Policy incorporating its disability policy aims to afford opportunity to employees and students who have a disability and to ensure compliance with the Special Educational Needs and Disability Act 2001 ("SENDA") and the Equality Act (2010). It addresses discrimination, consideration during the admissions process and the making of "reasonable adjustment" in order to cater for a student's disability/long term health condition.

Students with a disability, long-term health condition, or learning difference have access to specialist advice and guidance via the Advice and Wellbeing Service. The College provides a free dyslexia screening service via AWS and Learning Support Agreements (LPAs) where necessary.

4. Equality, Diversity & Inclusivity

Promoting equal opportunities is fundamental to the aims and ethos of the College and is also addressed in the above policy. We welcome applications from candidates with as diverse a range of backgrounds as possible. This enriches our community and is vital in preparing our students for today's world. We concentrate on educating the individual, to provide a comfortable and welcoming atmosphere where each individual feels valued and can flourish. The College is committed to equal treatment for all, regardless of an individual's race, ethnicity, religion, sexual orientation, disability, learning difficulty, body image or social background.

Complaints or concerns involving alleged discrimination, harassment, or breaches of equality legislation will be considered in conjunction with the College's Single Equality Policy and may also be referred under the Non-Academic Misconduct Policy where appropriate. The Advice and Wellbeing Service and the Equality, Diversity and Inclusion Committee (EDIC) can provide support and guidance to students affected by such issues.

5. Student Engagement & Representation

DGHE recognises that the views of students, individually and collectively, should inform quality systems with the purpose of improving the student educational experience. Student involvement in quality can have a positive influence on the delivery and development of any aspect of the student educational experience.

DGHE has systems in place to ensure that all students have the opportunity to be involved in quality enhancement and assurance processes in a manner and at a level appropriate to them. In considering its approach to this, we strive to create and maintain a culture and environment where students are encouraged to take up the opportunities on offer.

Student representatives are elected by their peers to represent the interests of their peer group on the Student/Staff Liaison Committee, Programme Committees, the Academic Board, the Higher Education Administration Team, the Governance Advisory Committee and other appropriate groups within the College. They are responsible for providing feedback on various aspects of the College and the student experience to the College management and to the student body. They are also expected to serve as advocates for a particular student or group of students when necessary.

6. Student Attendance

This Centre's attendance policy is a response to the quality agendas and requirements presented by the Common Inspection Framework (Ofsted), the statutory requirements of the UKVI (United Kingdom Visa and Immigration) as prescribed under Tier 4, the Student Loans Company (SLC) and Student Finance England (SFE). It also takes account of the Quality Code for Higher Education (QAA), the compliance expectations under Office for Students (OfS) registration and the College's aim to fulfil its commitment to comprehensive student engagement. The College is committed to offering opportunities for the development of all students in ways that meet individual needs.

The policy aims to assist all students to take responsibility for their full and prompt attendance which will enhance their learning experience, develop their personal skills and promote retention, achievement and progression.

There are four principles underpinning the College's approach to student attendance:

- Student attendance should be managed across the College;
- Targets for student attendance rates should be set and monitored across all College programmes;
- Punctuality and full attendance at lessons should be a benchmark by which the quality of the College's teaching and learning is judged;
- Every effort should be made to maximise punctuality and attendance.

7. Study Skills, Academic Writing & English Language Support

DGHE is committed to ensuring all students are helped to acquire the necessary study skills to enable them to achieve their full academic potential. The student body comprises of predominantly mature students from a range of backgrounds who may not have had the opportunity to acquire sound study skills. A Study Skills Programme has been established to ensure that all students have the necessary level of skill required to succeed in their chosen Programme. Study Skills classes, which are delivered both in class and online, are designed to correspond with the relevant stages of skills requirements at each stage of study. Tutors are specialists in the various elements of the programme and are able to provide excellent tuition and support to students.

The Study Skills Programme includes a dedicated English for Academic Purposes (EAP) Tutor who is responsible for the management of the successful delivery of the programme. DGHE provides excellent IT facilities for class delivery and for opportunities for students to apply and practice their learning. A key focus of the programme is not only to be computer literate and able to use key applications such as Microsoft Word and Excel, but also to develop sound Academic Writing capabilities and the development of Critical Thinking capabilities, correct Citation methods and accessing information on the virtual learning facilities for their assignments. The expected outcome of the Study Skills Programme is a higher level of academic achievement by students.

8. Individual Learning Plans & 'At Risk' Planning

Individual Learning Plans (ILPs) are designed to encourage learners to reflect on where they are 'now', set goals and reflect on their progress. Each stage of this process requires the student to think

analytically about their learning journey and they will have the opportunity to discuss this and receive guidance from their Programme Manager.

In addition, the college has a system in place for the identification of students who may be 'at risk' of poor performance. This is often highlighted through the monitoring of attendance, participation in the study skills programme, submission rates for formative and summative assignments and achievement statistics. Students 'at risk' are supported in order to bring them back on track.

9. Academic Support Clinics & Assignment Workshops

In addition to the Study Skills Programme, extra support is provided on two levels:

- individual tutor support at Academic Drop-in Clinics, for students requiring additional help, and
- Assessment Workshops to provide support to students as required when completing their final assignments.

10. Progression, Careers & Employability Advice

The College has a careers and employability advisor on site to provide careers education, information, advice and guidance (CEIAG) to all of its learners through individual interviews and group work.

The CEA will help students to assess their values, interests, abilities and skills and relate these to opportunities for employment, further study and training and hence help them to make informed decisions, develop strategies and career plans. They will also advise on how students can present themselves effectively at interviews and cope with the transition from HE to employment, make a career change or simply need help with further training.

The careers advisor also works with academic colleagues to promote the employability of students, including careers education within the curriculum, and liaises with employers to help them recruit students and graduates.

On a termly basis DGHE supports its students' aspirations and plans by holding a Careers Day which provides a wealth of information, advice and guidance on employment opportunities, career planning and other higher education progression opportunities.

Attendees include the National Careers Service (NCS) and employer organisations from across the HND/degree provision in fields such as business, public services, health and social care and the creative industries.

The College is also active in engaging students in potential networking opportunities through participation in industry events throughout the academic year, including the delivery of sessions by industry speakers and guest lecturers.

11. Data Protection and Confidentiality

All matters related to student wellbeing, including support cases and complaints, are handled in accordance with the College's Data Protection Policy and the requirements of the UK GDPR. Records are stored securely and shared only with those directly involved in providing support or resolving the issue.

12. Handling & Resolving Student Complaints

David Game Higher Education Centre (DGHE) is committed to ensuring that all student concerns are resolved promptly, fairly, and transparently. The College follows the procedures set out in the Student Complaints Policy, which has been designed to align with the expectations of the Office of the Independent Adjudicator for Higher Education (OIA) and the UK Quality Code for Higher Education.

Students may raise concerns about any aspect of their experience, including academic and administrative services, facilities, or the conduct of staff or other students.

Where a concern involves allegations of bullying, harassment, discrimination, or other behavioural misconduct, the matter may instead be handled under the Non-Academic Misconduct Policy. The Advice and Wellbeing Service can advise students on the appropriate route.

APPENDIX: Further information, advice and support

BULLYING AND HARASSMENT ADVISER

The Bullying and Harassment Adviser has been appointed by the College to help anyone who feels that they are being harassed to resolve the situation either formally or informally.

Ms Fiona Nouri

Mobile only, leave a message and number if necessary: 07718 612 618 f.nouri@dghe.ac.uk

DESIGNATED OFFICER

Mrs Sima Sanders

Tel: 020 3220 0347 sima@dghe.ac.uk

The lists of useful contacts given below is correct at the time of writing (October 2025). Please check the web for up-to-date contact information. Please note that DGHE does not endorse or take responsibility for the information provided by external organisations.

[SPEAKUP – report abuse, harm or hate](#)

Equality and Human Rights Commission is the statutory body responsible for protecting, enforcing and promoting equality across nine protected characteristics — age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, and sexual orientation. [LINK HERE](#)

National Bullying Helpline provides help and advice related to bullying or harassment at school or work - [LINK HERE](#)

Bullying UK, part of Family Lives is a leading charity providing advice and support to anyone affected by bullying – [LINK HERE](#)

ADVANCE HE: Creating an inclusive environment provides advice and support for students and staff on equality and diversity in higher education - [LINK HERE](#)

Ditch the Label is the international anti bullying charity who campaign to end bullying and support young people – [LINK HERE](#)

Samaritans provides free confidential emotional support 24/7 to those experiencing despair, distress or suicidal feelings. [LINK HERE](#)

Call: 116 123 or email: jo@samaritans.org

Victim Support provides free confidential support to those affected by crime including harassment. Call for free on 0808 1689111 [LINK HERE](#)