



**English Path**

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# English Path Dublin

## Student Welfare Support Policy

### Version History

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## 1. Purpose and Scope

1.1 This Welfare Support Policy aims to provide a framework for the provision of comprehensive welfare support to all students at English Path (EP) Dublin. It acknowledges that students may experience a range of personal, social, and practical difficulties that can impact their well-being and academic progress.

1.2 This policy applies to all students enrolled at EP Dublin and all staff members involved in student support.

1.3 The policy aligns with the Mental Health and Wellbeing Policy, recognizing the interconnectedness of mental health and general welfare.

## 2. Principles of Welfare Support

2.1 **Student-Centred Approach:** Welfare support will be tailored to the individual needs of each student, respecting their autonomy and dignity.

2.2 **Accessibility:** Welfare support services will be easily accessible to all students.

2.3 **Confidentiality:** Student information will be treated with confidentiality, in accordance with the GDPR and the Data Protection Act 2018 and shared only with the student's consent or where there is a legal or safeguarding obligation.

2.4 **Early Intervention:** Proactive measures will be taken to identify and address student welfare concerns at an early stage.

2.5 **Collaboration:** Effective communication and collaboration will be fostered between students, staff, and external support agencies.

2.6 **Inclusivity:** Welfare support will be provided in a culturally sensitive and inclusive manner, respecting diversity and promoting equality.



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### 3. Areas of Welfare Support

#### 3.1 Accommodation Assistance:

- Providing information and guidance on finding suitable accommodation in Dublin.
- Offering advice on tenancy agreements and student housing rights.
- Signposting students to relevant housing support agencies.

#### 3.2 Financial Advice:

- Providing information on managing finances and budgeting in Dublin.
- Advising on available student discounts and financial support options.
- Signposting students to relevant financial advice services.

#### 3.3 Immigration and Visa Support:

- Providing information and guidance on Irish immigration regulations and visa requirements.
- Assisting students with visa extensions and related documentation.
- Signposting students to the Irish Naturalisation and Immigration Service (INIS) and other relevant agencies.

#### 3.4 Social Integration and Cultural Adjustment:

- Organising social events and activities to promote student interaction and integration.
- Providing information on Irish culture and customs.
- Offering support to students experiencing culture shock or homesickness.
- Offering support to students in finding work

#### 3.5 Practical Assistance:

- Providing information on local amenities, transport, and essential services.
- Assisting students with practical tasks, such as opening a bank account or registering with a GP.
- Offering guidance on navigating the Irish healthcare system.

#### 3.6 Academic Support Liaison:

- Working with academic staff to address student welfare concerns that may impact



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academic progress.

- Advocating for students' needs in academic settings.
- Facilitating communication between students and academic staff.

### 3.7 Job Search Assistance:

- Providing guidance on effective job search strategies, including online job portals, networking, and direct applications.
- Offering advice on creating and tailoring CVs and cover letters to the Irish job market.
- Facilitating workshops on interview skills and techniques.

### 3.8 Signposting to External Services:

- Maintaining an up-to-date directory of relevant external support services, including mental health services, legal advice, and community resources.
- Referring students to appropriate external agencies for specialist support.

## 4. Roles and Responsibilities

### 4.1 Student Services Team:

- Provide front-line welfare support to students.
- Conduct initial assessments of student welfare needs.
- Maintain accurate records of student interactions and support provided.
- Liaise with external support agencies.

### 4.2 Designated Safeguarding Lead(s):

- Provide specialist advice and guidance on safeguarding matters.
- Ensure compliance with safeguarding policies and procedures.
- Liaise with statutory authorities as required.

### 4.3 Academic Staff:

- Be aware of student welfare concerns and report them to the Student Services Team.
- Provide academic support and flexibility where appropriate.
- Create a supportive and inclusive learning environment.



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#### 4.4 All Staff:

- Be vigilant for signs of student distress or welfare concerns.
- Treat students with respect and empathy.
- Maintain confidentiality and adhere to data protection regulations.

#### 4.5 Students:

- Proactively seek support when needed.
- Provide accurate and complete information to staff.
- Respect the confidentiality of other students.

## 5. Procedures

**5.1 Initial Contact:** Students can access welfare support by contacting the Student Services Team in person, by email, or by telephone.

**5.2 Assessment:** The Student Services Team will conduct an initial assessment to determine the student's needs and develop a support plan.

**5.3 Support Provision:** Welfare support will be provided through a combination of information, advice, practical assistance, and signposting to external services.

**5.4 Record Keeping:** Accurate records of all student interactions and support provided will be maintained in accordance with data protection regulations.

**5.5 Review and Evaluation:** The Welfare Support Policy and procedures will be reviewed and evaluated regularly to ensure their effectiveness.

## 6. External Support Services

- **Citizens Information:** Provides information on a wide range of public services and entitlements.
- **Threshold:** Offers advice and support on housing rights.
- **INIS (Irish Naturalisation and Immigration Service):** Manages immigration and visa matters.
- **Local GP Services:** List of local doctors.
- **Local Emergency Services:** 112 or 999.



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## 7. Policy Review

7.1 This policy will be reviewed annually or as required to ensure its continued relevance and effectiveness.