

Welfare & Support Policy – May 2006

Policy Statement

Edge Hill is an inclusive institution, which positively welcomes students from all backgrounds and aims to help them achieve their maximum potential.

We are committed to providing high quality support and advisory services for all students. We recognise that unfortunately, anyone, at some time in their lives, may run into difficulties and may need support.

This Welfare and Support Policy outlines the University's commitment to:

- provide accurate and relevant information and support to enable individuals, whenever possible, to continue with their studies with minimum disruption.
- ensure that individuals who are unable to continue their studies are informed about the options available to them on leaving University and supported through referral, as appropriate, to external specialist support agencies

General Principles

The needs of students will be at the heart of our approach to welfare and support.

Students will have access to the full range of welfare and support services throughout their programme of study.

Our Welfare and Support policy will take full account of, and reinforce Edge Hill's Equality and Diversity Policy.

Personal information will be kept in accordance with our policy on confidentiality and the requirements of Data Protection.

Edge Hill will:

Provide information on welfare and support services available to all students at induction and throughout their programme of study.

Ensure that each student is entitled to contact with a named personal tutor who will provide a first point of contact for personal support matters, referring students on to other sources of information and support as appropriate.

Provide all students with the opportunity to access a professional counselling support service, in confidence, to discuss personal and emotional matters.

Provide a range of quality specialist student support services to help with finance, welfare, accommodation, health care, information on childcare, disability and general information.

Establish support systems for students who are the subject of discrimination or harassment.

Support and co-operate with student led organisations and services providing support, information and guidance to students.

Review and act upon feedback from students on the range of support and academic services provided.

Student Welfare & Support Services Available

Edge Hill provides a comprehensive range of support services to help you with almost anything to do with general student living.

Your student handbook provides information about all of our support services and staff in the Institution.

If you are not sure of where to go, or how to get the help you need, your first point of contact is the **Student Services Information Desk** in the **Student Information Centre**.

Other services include:

Accommodation	Careers
Financial Support and Welfare Rights	Academic Registry
Health Care Services	Learning Support Services
Counselling	Personal Tutors
Family Planning	Resident Hall Managers (RHM)
Disabilities (eg: physical, sensory or mental health)	Students' Union
Disabilities/Specific Learning Difficulties (e.g. Dyslexia, Dyspraxia)	

Student Services – Helping You To Help Yourself

Dedicated to giving **value** to everyone:

We will always strive to be:

Versatile
Aware
Learner Centred
Understanding, and
Expert in our field

Other Relevant Policies

- [Counselling and Supervisory Services Confidentiality and Record Keeping Policy \(.pdf\)](#)
- [Equal Opportunities \(.pdf\)](#)
- [Race Equality Action Plan \(.pdf\)](#)
- [Race Equality Policy and Framework for Action and Implementation \(.pdf\)](#)
- [Student Charter Incorporating Complaints Procedure \(.pdf\)](#)
- [Student Regulations Including Code of Behaviour and Disciplinary Procedures](#)
- [Student Regulations and Handbook 05/06](#)
- [Anti-Harrassment & Bullying Policy for Students \(.pdf\)](#)
- [Harrassment Policy Investigation Process \(.pdf\)](#)
- [Harrassment & Bullying Complaints flow chart 1 \(.pdf\)](#)
- [Harrassment Policy Investigation Process flow chart 2 \(.pdf\)](#)
- [Regulations for the Conduct of Students \(.pdf\)](#)