Cardiff Academy

POLICY /// STUDENT WELFARE AND SAFEGUARDING

Student Welfare, Wellbeing and Mental Health Policy

The pastoral, wellbeing and practical support Cardiff Academy provides – pre-arrival information, induction, personal tutors, the Student Welfare Officer, access to health care, mental health support, international student advice, support for under-18s, and how students in difficulty are identified and helped.

REFERENCE	**CA-WEL-03**	VERSION	**1.0 (Approved)**
POLICY OWNER	**Student Welfare Officer (with the Designated Safeguarding Lead)**	APPROVED BY	**Senior Leadership Team (reported to the Board)**
ISSUE DATE	**October 2026**	APPROVAL DATE	**October 2026**
REVIEW CYCLE	**Annual**	NEXT REVIEW DUE	**October 2027**
APPLIES TO	**All students, parents, staff**	PUBLISHED	**Website (summary); Student Handbook; pre-arrival pack**

RELATED POLICIES CA-WEL-01 Safeguarding and Child Protection; CA-WEL-06 Equality, Diversity and Inclusion; CA-ACA-06 Extenuating Circumstances and Reasonable Adjustments; CA-ADM-04 Attendance; CA-HSE-03 First Aid and Medical Needs; CA-GOV-04 Business Continuity and Critical Incident; CA-WEL-07 Missing Student

LEGAL ENTITY Cardiff Education Group Ltd, trading as Cardiff Academy (Company No. 14569122). Registered office: 168 City Road, Cardiff CF24 3JE. Teaching premises: 8 Drake Walk, Cardiff CF10 4LG

1 Our commitment

Students learn best when they feel safe, settled and supported. Many of our students are living in a new country for the first time. We provide a "whole-Academy" approach to wellbeing: every member of staff has a part to play, and specialist support is available when it is needed.

2 Support before arrival

All new students (and parents of under-18s) receive a **pre-arrival pack**, including: arrival and travel advice; how to get from the airport or station to Cardiff; advice on finding accommodation and

avoiding scams (the Academy does not provide accommodation); cost of living; what to bring; health care and registering with a GP; opening a bank account; the weather and clothing; induction dates; key contacts and the 24-hour emergency number; visa conditions (for Student visa holders); and the Under-18 arrangements where relevant.

3 Induction

Every student takes part in an **induction programme** in their first week, including:

- welcome, introduction to staff and the premises, and a tour
- health and safety, fire evacuation, and first aid
- safeguarding, how to report concerns, and the DSL
- the Student Code of Conduct, attendance policy, academic integrity and complaints
- visa responsibilities (for sponsored students)
- registering with a GP, NHS 111, emergency services and pharmacies
- personal safety in Cardiff, online safety and scams
- life in the UK: culture, transport, banking, mobile phones, laws (including on alcohol, drugs, smoking and vaping, and consent)
- diagnostic assessments and academic induction (CA-ACA-03)
- the wellbeing support available

Students who arrive late receive an individual induction. Completion of induction is recorded.

4 Who supports students

Support	Role
Personal tutor	First point of contact for academic and pastoral matters; meets each student at least twice a term
Student Welfare Officer	Specialist welfare support; Learning Support Plans; wellbeing referrals; international student advice; liaison with parents and sponsors
Designated Safeguarding Lead	Safeguarding and serious concerns; under-18 oversight
Director of Studies	Academic support and progress
Reception and administration	Practical help; signposting
24-hour emergency line	Out-of-hours emergencies

5 Health care

- Students are helped to **register with a local GP** during induction. Student visa holders who have paid the Immigration Health Surcharge are entitled to NHS care.
- Students on short courses or visitor visas are advised to take out travel and health insurance before arrival.
- The Academy holds medical information and emergency contacts for every student (CA-HSE-03) and has trained first aiders on site.

- Information on dental care, opticians, pharmacies, sexual health services and NHS 111 is provided at induction and in the Handbook.

6 Mental health and wellbeing

- Wellbeing is covered in induction and through the tutorial programme (for example managing stress, sleep, homesickness, healthy relationships, and avoiding drugs and gambling).
- Students can self-refer to the Student Welfare Officer in confidence. Confidentiality is respected unless there is a risk of serious harm to the student or others.
- Staff will help students to access counselling and NHS services (GP, Talking Therapies, CAMHS for under-18s), local charities and helplines (for example Samaritans 116 123, Shout text 85258, Childline 0800 1111 for under-18s).
- Staff complete mental health awareness training. At least one member of staff is trained in Mental Health First Aid.
- **Emergency response:** if a student is at immediate risk of harm, call 999 and inform the DSL. If a student expresses suicidal thoughts or self-harm, staff must stay with the student (or make sure another adult does), inform the DSL immediately, and follow CA-WEL-01.

7 Students who are struggling

The Academy identifies students who may need help through attendance monitoring, tutor meetings, teacher referrals, and changes in behaviour or performance. A **Student Concern Form** goes to the Student Welfare Officer, who will contact the student within **two working days** (the same day for urgent concerns) and agree a support plan. Where a student's health is affecting their ability to study or the safety of themselves or others, a **Support to Study** review may agree adjustments, a break in study (subject to visa rules), or other measures, with the student fully involved.

8 Practical support for international students

- Advice on visas and immigration is given only by staff trained to do so, within the limits set by law (OISC rules); complex cases are referred to accredited advisers.
- Help with banking letters, council tax exemption letters, and confirmation of study letters.
- Advice on finance and budgeting, and signposting to sources of hardship support.
- Support if events in a student's home country affect them (CA-GOV-04).

9 Students under 18

Students under 18 receive the additional oversight set out in CA-WEL-01 (consent, living arrangements, DSL contact, attendance follow-up, parental communication).

10 Social programme and community

The Academy offers a social and cultural programme (for example visits in Cardiff and Wales, cultural celebrations, sports and clubs) to help students make friends, practise English and enjoy UK life. Activities are risk-assessed and supervised in line with CA-WEL-09. Students are consulted on the programme through the Student Forum.

11 Contact details

The Academy keeps up-to-date local contact details for every student and their emergency contact, checked at enrolment and each term. Students must tell the Academy of any change within five working days.

12 Transition to university

Students receive support for transition to university, including information on the university's wellbeing services. With the student's consent, the Academy can share relevant information (for example agreed adjustments) with the receiving university.

13 Monitoring

The Student Welfare Officer reports termly to the Safeguarding and Welfare Group on the number and types of welfare contacts, referrals, and outcomes, and on wellbeing survey results. The annual Self-Evaluation Report includes an evaluation of welfare provision.

14 Review

This policy is reviewed annually.

Compliance mapping

This policy has been written to meet, and to evidence, the following external requirements. Inspectors and university partners can use this table to locate the relevant provisions.

ISI Educational Oversight (PFE) standards	Standards 35–39 (pastoral and personal support; induction; personal support systems; social programme; careers advice)
British Council Accreditation UK criteria	W2 (pastoral care); W4 (24-hour emergency number); W5 (advice on travel to and life in the UK); W6 (access to health care); W19–W21 (leisure and social programme); M15 (information before arrival and during stay); M17 (contact records); T7 (academic induction)
UKVI Student sponsor guidance	Student sponsor duties – students know their visa conditions and responsibilities
University partner due diligence	Partner due diligence – mental health and wellbeing statement; support services available; transition support
Legislation and statutory guidance	Equality Act 2010; Mental Capacity Act 2005; UK GDPR (health data); University Mental Health Charter principles (good practice)

Document control

Version	Date	Author / reviewer	Summary of changes
0.9	Pre-2026	Various	CA Student Welfare Policy (2025); CA BC Welfare Policy (2025); CA BC Induction Policy (2025)

1.0	October 2026	Student Welfare Officer (with the Designated Safeguarding Lead)	New policy written for university partnerships, ISI Educational Oversight and British Council Accreditation UK. Supersedes all previous versions.

APPROVED ON BEHALF OF THE BOARD	SIGNATURE	DATE
Chair of the Board of Governors		