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## 1. Context

Wellbeing and Support is one of the areas in the Department of Student Experience and Engagement.

The purpose of the Department of Student Experience and Engagement is to:

- Enhance the overall wellbeing and opportunities for success of all learners in the context of their studies
- Enable learners to develop life skills as they progress through the College
- Contribute positively to the quality of the learner experience and to support progression and retention
- Enhance the reputation of the College in relation to its learner services

Wellbeing and Support consists of 4 strands;



Wellbeing and Support Mission Statement;

**“It is our commitment to provide a supportive and compassionate service for students of Fife College that promotes positive health and wellbeing and aims to engage and empower individuals to thrive”**

## 2. Department

The purpose of the Department of Student Experience and Engagement is to:

- Enhance the overall wellbeing and opportunities for success of all learners in the context of their studies.
- Enable learners to develop life skills as they progress through the College.
- Contribute positively to the quality of the learner experience and to support progression and retention.
- Enhance the reputation of the College in relation to its learner services.

The overall intention is to create an excellent department with staff who recognise the need for excellent customer service and are empowered and able to deliver. The vision is to move towards a centre of excellence where learners feel fully prepared for the future.

### 2.1 Vision

The Department of Student Engagement and Experience seeks to provide high quality learner-focused services working in partnership with staff in Academic and service Departments and external partners to achieve the Fife College vision.

We aim to continually improve the service it provides to all Fife College learners and to establish itself as an exemplar of good practice in the further education sector.

Our focus will be: Student Satisfaction, Student Retention and Student Destinations.

Priority Outcomes 18/19

- Data Rich – real evidence of improvement needed in all areas.
- Early interventions to improve Student retention.
- Close partnership working with College staff to improve Curriculum PIs.
- Develop Student Learning Hubs and monitor Student engagement.
- Maintain a sustainable College for Fife which through effective and efficient management, partnership and good governance contributes to meeting the Scottish Government guarantee under Opportunities for All and supports DYW agenda.
- Provide learning opportunities which ensure high retention, attainment and achievement and contribute to the development of successful, ambitious and confident learners.
- Provide engaging and accessible learning opportunities for people of all ages, and from all communities and backgrounds to improve life chances and social inclusion.
- Ensure there are appropriate opportunities and support mechanisms in place to enable successful transitions in and out of College.
- Grow our intellectual property, commercial profit and learner opportunity through collaborative partnership with the business sector and other organisations.

## 3. Supporting Students

### 3.1 Guidance Service

Fife College Guidance team work across all campuses to offer confidential support with personal matters, financial concerns, course issues and anything else. They will spend time with students to find practical solutions or refer students to someone who can help.

Where a student expresses concerns or dissatisfaction, it is in the whole College's interests to address this at the earliest opportunity. A timely meeting or face-to-face discussion may lead to a quick and simple solution in many cases.

The Guidance Team offer appointments every day on every campus. They also work closely with lecturers to offer workshops in class and deliver activities and events throughout the year on topics such as Anti-Bullying and RESPECT, SAAS, UCAS, Mindfulness and many more.

The Guidance Team also deliver campaign work throughout the year to support and raise awareness of a variety of topics including sexual health, mental health and LGBT.

### 3.2 Care Experienced Students

The College has effective arrangements for Care Experienced Students and these arrangements will continue to grow and develop. The College is highly committed to meeting its responsibilities as a corporate parent as required by the Children and Young People (Scotland) Act 2014.

The College application form contains a section where care experienced, and young carers, can self-identify. This early identification at application stage ensures that any support needs are identified as early as possible.

- The Guidance team have personalised leaflets which are provided to all applicants from a Care Experienced background which includes the contact details of their assigned Guidance Adviser and lists out all of the support that can be provided.
- Guidance Advisers work closely with named Schools to meet care experience applicants and work with them from School for a smoother transition to College. This often includes early visits to College.
- Once enrolled, Guidance Advisers will continue to communicate with their own caseload of care experienced students at key times of year as well as communicate with the relevant academic staff and support teams.
- The Attendance Advisers will monitor attendance, wellbeing and progression of our care experienced students. A holistic approach is implemented across college in the implementation of interventions to support their educational journey. Attendance Advisers work collaboratively with Academic staff and Guidance staff.
- The Guidance team are represented on the Fife College Corporate Parenting group and as such collaborate with a range of other corporate parents to include Schools, local universities; Who Cares? Scotland; CELCIS; Throughcare and Aftercare teams and Social Work services.
- The Guidance team have developed a Corporate Parenting Guide in conjunction with the Corporate Parenting group that details the role of Fife College as a corporate parent and the subsequent support available.
- The College will strive to improve the positive destinations for all care experienced learners.

### **3.3 Student Carers**

Fife College, in partnership with Carers Trust Scotland, are working to improve the support in place for students with caring responsibilities

In February 2019, Fife College Guidance Team signed up to the Carers Trust Scotland Going Further project and so have committed to achieving the Going Further award criteria and fulfil the following three principles;

- Identify
- Support
- Report

Extensive work will take place to ensure that Fife College is sending a positive message to all of their student Carers that they will be supported fully and given equal and fair opportunities to succeed in their chosen course.

As part of this process, a Student Carers Policy will be in place from August 2019.

### **3.4 Student Funding**

Fife College Student Funding Team offers financial support to those students who are eligible. Our dedicated staff will ensure student journeys are free from financial difficulty as much as we can whilst students study at Fife College.

The Student Funding team are available throughout the summer and in the first crucial weeks of the academic session to provide one to one guidance, advice and support in regards to application for student funds. There is also an email address that students can email throughout the year if they are experiencing any issues.

The Student Funding team look to arrange additional services to support students during their time at College including budgeting help, alternative finance options and connecting students with our external partners e.g. DWP.

### **3.5 Attendance Monitoring**

Student Attendance Advisers monitor student attendance throughout the College academic year and support students that are having difficulties. Attendance Advisers work closely with both students and Academic Tutors to maintain student attendance, engagement and achievement.

We will ensure a positive and constructive approach to student's attendance in which effective learning can take place. We will help to encourage students maintain acceptable levels of attendance to ensure successful completion of their programme. Fife College is committed to ensuring that all student attendance is dealt with in a fair and consistent manner, whilst taking into account the individual circumstances of each student.

Attendance Advisers will monitor students from the first absence.

The process below kicks in once a student has surpassed their first 20 hours of absence.

<b>Stage 1</b>	Text sent to student by the Attendance Team.	If there is no engagement or further negative attendance at this stage, student progresses onto the next Stage the following week (excluding College Holidays)
<b>Stage 2</b>	Email sent to student by the Attendance Team.	If there is no engagement or further negative attendance at this stage, student progresses onto the next Stage the following week(excluding College Holidays)
<b>Stage 3</b>	<p>A Text and email will be sent to all Stage 3 students by the Attendance Team.</p> <p>Attendance Advisers will send out lists of Stage 3 students to CM and AT for feedback confirmation of engagement or non-engagement, to be returned within 7days.</p> <p>Students deemed to be engaged by the academic staff will be maintained at Stage 3 and continue to receive their student funding. Further unauthorised absence will result in their money being suspended.</p> <p>Students deemed not to be engaged will have their student funding suspended. If there is no re-engagement within a week, they will move to Final Stage. If re-engagement takes place to the satisfaction of the academic team/CM, the student will maintain at Stage 3 but their student funding will be re-instated. Further unauthorised absence will move the student to Final Stage.</p>	
<b>Final Stage</b>	<p>Student withdrawn by the Curriculum Manager.</p> <p>Withdrawal letter sent to student with/without supplementary discussions.</p> <p>If withdrawals do not take place within 5 college days, the lists will be sent by Attendance Advisers to Faculty Directors.</p>	

### 3.6 Vulnerable Students

For the purposes of full-time FE student funding, the Scottish Government identified the following groups as statistically likely to be 'vulnerable':

- Homeless young people.
- Those with probation orders.
- Teenage parents.
- Young carers.
- Those in rehabilitation from illness.
- Those classed with Additional Support Needs.
- Care-experienced students, including students in aftercare / continuing care.

In addition, the College considers the following additional groups likely to be 'vulnerable' and requiring equal consideration:

- Students who are homeless or facing homelessness regardless of age.
- Carers of children or of relatives with long-term medical conditions.
- Victims of crime.
- Lone Parents.
- Those suffering with Mental Health issues.
- December school-leavers.

Guidance will, through appointments and referrals from Academic Tutors and other College staff, support all students identified as possibly falling into a 'Vulnerable' category. This may include signposting to external agencies. Attendance Advisers will also identify vulnerable students whilst monitoring attendance and refer to Guidance/Academic Tutors accordingly. Any student identified as vulnerable will have their attendance and achievement supported by the joint working of Attendance Advisers and Academic Tutors.

Students identified as 'vulnerable' by Guidance or Attendance Advisers may require a Social Support Plan (Appendix 1) offering additional support or reasonable adjustments to their College life. The plans can include referrals both internally within the College and to external agencies if necessary.

Hardship and advance funding will be assessed by Guidance and Attendance staff and criteria for this will coincide with the factors of vulnerability as highlighted above.

### **3.7 First Point of Contact**

The Customer Services Team aim to maintain a frontline provision for the College, through the reception, and contact centre teams, delivering high levels of customer service. They are involved with all aspects of the student's journey from pre- application and beyond.

As a central and first point of contact for students and visitors the main purpose of the team is to actively support our students and customers. The team provide advice, information and assistance and we attempt to resolve all enquiries at the first point of contact.

The Fife College main telephone number is staffed on a rota basis by the Front of House Team. The team answer approximately 77,000 calls per year. The aim is to have a grade of service of 80%.

### **3.8 Health**

#### Sexual Health

Guidance and FCSA work in partnership with NHS Fife to promote and offer support for issues surrounding Sexual Health.

- The Guidance offices have free condoms available and are trained in condom distribution.
- The Guidance team and FCSA are currently in plans to offer free sanitary products college wide. Students at schools, colleges and universities across Scotland will have access to free sanitary products as part of a £5.2m scheme to fight period poverty
- FCSA and Guidance staff a mailbox specifically there to support sexual health questions - shealth@fife.ac.uk

### **3.9 Mental Health**

Scottish Mental Health First Aid Training delivered 3 times a year for the past two years, with more than 80 staff trained to date.

- Guidance staff are all trained in:
- Basic mental health
- Mental Health First Aid
- ASIST suicide prevention training
- Self-Harm Awareness

## **4. Specialist Support**

### **4.1 Health and Wellbeing Advisor**

Fife College Student Association and students of Fife College highlighted a need for provision of high quality support for students to safeguard their physical, emotional and mental wellbeing. The expectation is that an early intervention approach will support an improvement in mental wellbeing, encourage students' independence in learning and enhance the quality of the student experience.

The Health & Wellbeing Adviser role (in partnership with NHS Fife) involves providing support to students who have been referred by Guidance staff who present to the service with emotional wellbeing and mental health difficulties. This will include providing advice and support, short-term self-help, liaison, self-management and signposting to other services as appropriate.

Another major part of the role is to promote Health and Wellbeing College wide and strengthen the partnerships between Fife College and external support agencies and organisations.

### **4.2 Withdrawal Analysis**

Weekly withdrawal reports are analysed by Attendance Advisers and produced and data is then transferred onto a Withdrawals Weekly Report Form. This is disseminated to:

- Academic Directors
- Curriculum Manager
- Executive team members
- Professional services teams

These reports will allow a whole College approach to monitor the number of withdrawals in each area and provide necessary support to students and staff. Academic Directors are then to arrange for allocated Guidance and Attendance staff to meet with Curriculum Managers to agree action plans particularly for areas of high withdrawal and plan suitable interventions with students and staff.

The Manager of Wellbeing and Support will then compile a monthly report using the weekly report data and this will be issued at the end of each month.

### 4.3 Behaviour Analysis

Students and staff have the right to feel safe and supported within the college environment, confident that unacceptable behaviour will be managed appropriately. Expectations of respect, trust, integrity and the opportunity to develop full potential will be incorporated within programme delivery.

The management of inappropriate behaviour will be addressed by college staff by using the Positive Behaviour Procedure.

Alleged breaches of behaviour will initiate an investigation which may lead to a disciplinary hearing, where students are entitled to be accompanied by a friend, family member, and a member of the Students' Association or the NUS for support. Students will have a chance to speak at the hearing and anyone who accompanies you may also speak on your behalf if the student wishes but only when directed to do so by the Chair.

An appeal process is available at all stages of the disciplinary process in line with the procedure.

The positive behaviour procedure may be instigated regardless of any civil or criminal proceedings which may be pending in relation to the alleged breach of behaviour.

Formal disciplinary matters will be dealt with in strict confidence at all times. Accountability for the overall management of student behaviours is the responsibility of the Senior Leadership Team, however, all staff have responsibility to ensure the behaviour policy and procedure is adhered to.

Guidance team involvement in and recording of Positive Behaviour meetings allows for data to be collated in order to provide comprehensive reports quarterly on the overall behaviour across College. This information is shared with all Directors of Faculty and Curriculum Managers. The information is also used to help determine any areas of concern or patterns of behaviour that may need to be addressed.

## 5. Partnerships

Fife College works with a range of partners to ensure successful transitions, support and positive destinations are achieved across the region, and these include:

- Local Authorities
- Local Universities
- Police Scotland
- Fife Council
- DAPL
- Shelter Scotland
- CAHMS
- Fife Young Carers
- Who Cares? Scotland
- College Development Network
- Skills Development Scotland
- Colleges Scotland
- NHS Fife

## 6. Fife College Student Association

The role of the Students' Association (FCSA) is to ensure that the learner voice is represented at local and national level. It is to improve the learner experience, to facilitate learner engagement and contribute to the college quality mechanism. In shaping the life and work of the College and encouraging learner participation the ambition is that we can empower all learners to be responsible and active citizens and encourage an inclusive environment that respects, encourages and advances equality and diversity.

The Wellbeing and Support team work closely with FCSA on a range of campaigns and promotional work on a range of topics including:

- LGBTi
- Mental Health Awareness
- Healthy Body Healthy Mind Awards
- Sexual Health Awareness
- RESPECT and Anti Bullying
- SAAS
- UCAS
- Mindfulness
- Corporate Parenting
- Budgeting
- Gender Based Violence
- Drug and Alcohol Awareness
- Exam Stress

The Wellbeing and Support team continually strive to improve the service it provides to all Fife College learners. The priority is to offer equal support to all students and contribute to the positive outcomes of Student Satisfaction, Student Retention and Student Destinations.

## Associated Documents

Document Title	Location
Safeguarding Policy	College Gateway, Learning & Teaching Toolkit, iLearn
Safeguarding Procedure	College Gateway, Learning & Teaching Toolkit, iLearn
PVG procedure	College Gateway
Positive Behaviour Policy	College Gateway, Learning & Teaching Toolkit, iLearn
Positive Behaviour Procedure	College Gateway, Learning & Teaching Toolkit, iLearn
Anti-Harassment and Bullying Policy	College Gateway, Learning & Teaching Toolkit, iLearn
Anti-Harassment and Bullying Procedure	College Gateway, Learning & Teaching Toolkit, iLearn
Misuse of Drugs and Alcohol Policy	College Gateway, Learning & Teaching Toolkit, iLearn
Misuse of Drugs and Alcohol Procedure	College Gateway, Learning & Teaching Toolkit, iLearn
Procedure for Identifying and Supporting vulnerable students	College Gateway, Learning & Teaching Toolkit, iLearn
Known Offenders Risk Assessment and Management Procedure	College Gateway, Learning & Teaching Toolkit, iLearn
Attendance Monitoring and Withdrawal Procedure	College Gateway, Learning & Teaching Toolkit
Student Guidelines: Attendance Procedure	iLearn
Wellbeing and Support Improvement Plan	College Gateway
Mental Health Strategy	College Gateway

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