

STUDENT SUPPORT SERVICE REFERRAL PROCEDURE



PURPOSE OF THE PROCEDURE

- To safeguard students' welfare and wellbeing.
- To provide a service which enables a student to access support which aims to improve the quality of their experiences and reduce the impact of external influences on their achievement and success.
- Enabling students to be able to continue with their progression.
- For the Student Support Service to offer continuity and effectiveness across the provision.

SCOPE

- For all students whether full time, part time, HE and apprentices, to have access to emotional support via appropriate means:
 -
 - Access to TalkCampus available 24/7/365 using their Yeovil College email address
 - Face to face or via Microsoft Office Teams
 - Support maybe offered in small group work or 121
 - Online – via Student Support Services Moodle page (Wellbeing Page) and links via Smart Assessor
 - Phone support.
 - Further referral to internal services – counselling/pastoral/faith based.
 - Referral or signposting to external agencies.
- Referrals can be made by:
 - Self-referral on My Concern or self-referral form on Moodle
 - Tutor or appropriate member of staff with student permission.
 - External agencies based on their service threshold and accepted as appropriate for the provision available in the College.

RESPONSIBILITY AND AUTHORITY

- Tutors or appropriate member of staff are responsible for making the referral on the correct paperwork which can be found on sharepoint [Log A Job - Home \(sharepoint.com\) student referrals](#) They are responsible for ensuring the student has given their permission for the referral They are also responsible for ensuring students are aware of the methods of being contacted on college systems using college email and teams. Phone contact will be via a Yeovil College phone number
- Tutors or appropriate member of staff are responsible for signposting students to access TalkCampus as their first point of support unless it is a safeguarding emergency and to then following the safeguarding process
- Tutors or appropriate member of staff are responsible for signposting students to the wellbeing resources page on Moodle and the Wellbeing Toolkit (also on Moodle) or to the relevant section on Smart Assessor. All students with a Yeovil College email address can access Moodle
- Tutors and Study Programme Managers are responsible for implementing the Fitness to Study Procedure and informing the Student Support Team via the referral process so that timely

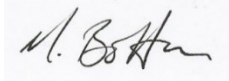
intervention can be provided to support the learner to stay on programme and succeed. This must be updated on the students ILP

Student Support Services are responsible for responding within **5–10 working days** making initial contact with the student using the contact details on Pro Solution and via Microsoft Office Teams, and will ensure:

- An appropriate offer is made, which may include an allocation of pastoral learning mentor, offer of access to counselling via counsellors in training, supported referrals to external agencies and specialist provision. This will also include signposting to online resources via the wellbeing page for students to engage with directly TalkCampus ensuring they know how to access and have downloaded the App.
 - Appointments are at a time that is convenient to the student, around their timetable, so it will not impact on sessions unless it is a crisis or safeguarding concern.
 - Students may be asked to attend on non-timetabled days based on need or offered an alternative method such as phone/teams support.
 - To inform the tutor/SPM if appointments are missed or if there is a wider concern.
 - To keep accurate records of meetings, including of missed appointments. Students who do not engage with the process will need to self-refer again or Tutor/SPM will need to complete the referral process again and they will start the process from the beginning (if there is a waiting list they will re-join the list until a space becomes available)
 - To keep a record of the times spent on Pro to support KPI's
 - Students sign a confidentiality agreement enabling the sharing of appropriate information with tutors, lecturers, and external agencies.
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- Head of Student Experience will monitor and ensure the provision of service including the current counselling service supporting placements for counsellors in training, and Pastoral Learning Mentors
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- Student Support Service team will refer to external agencies with student permission as appropriate to include:
 - Housing
 - Benefits Agencies
 - Specialist Drug and Alcohol Support
 - Mental Health Services (CAMHS & AMHS)
 - GP and Health Care Professionals
 - Police
 - Children's Social Care
 - Adult Social Care
 - Disabilities Social Care Team

RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITIONS

- Volunteer Involvement Policy
- Safeguarding Policy and Procedure
- Health and Wellbeing and Fitness to Study Policy
- Drug, Alcohol and Substance Misuse Policy
- Equality and Diversity Policy
- Student Disciplinary Policy and Procedure
- Student Maternity and Paternity Policy

Policy Review				
Author/Owner	Position	Approved by SMT	Approval date	Review period
Michelle Joy	Head of Student Experience	Signed: Mark Bolton 	30.08.22	2 years
				Review date
				30.08.24

Document Control – Revision History (Policies only)

Author/Owner	Summary of Changes	Date	Date last reviewed by SED	Recommend to SED Y/N
Michelle Dennett	New Procedure	22.05.17	-	Yes
Michelle Joy	New process for referral and systems	13.08.21		
Michelle Joy	Minor change in process and information re TalkCampus and removal of Tootoot	15.8.22		

Initial Equality Impact Screening	
Who has been consulted on this policy & procedure? Director of Staff and Student Experience, Student Services Team, Safeguarding and Equality Group (SED)	
What evidence has been used for this impact screening (e.g. related policies, publications)?	
Declaration (please tick one statement and indicate any negative impacts)	
<input checked="" type="checkbox"/>	We are satisfied that an initial screening has been carried out on this policy/procedure and a full Equality Impact Assessment is not required. There are no specific negative impacts on any of the Protected Characteristics groups.
<input type="checkbox"/>	We recommend that an Equality Impact Assessment is required by the Equality and Diversity group, as possible negative impacts have been identified for one or more of the Protected Characteristics groups as follows: <ul style="list-style-type: none"> <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender Reassignment <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual orientation <input type="checkbox"/> Marriage & civil partnership <input type="checkbox"/> Pregnancy & maternity
Completed by Author: Michelle Joy Position: Head of Student Experience Date: 13.08.21	
<input type="checkbox"/> Reviewed by Equality & Diversity Group Date:	
<input type="checkbox"/> We confirm that any recommended amendments have been made	
Amended by Author: Position: Date:	

Summary of Comments/Recommendations from Equality & Diversity Group Review: