

STUDENT SUPPORT SERVICE REFERRAL PROCEDURE



Policy Review					
Author/Owner	Position	Approved by:	Approval Date	Review Cycle Review Date	Published on Website Y/N
Tina Callow	Head of Student Support	SMT 	24.04.25	2-years April 2027	Y

Document Control – Revision History

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		
Tina Callow	Lots of amendments	24/4/25	V1	

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)

- ☒ 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.
- ☐ 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:
- ☐ Age
 - ☐ Disability
 - ☐ Gender Reassignment
 - ☐ Race
 - ☐ Religion or belief
 - ☐ Sex
 - ☐ Sexual orientation
 - ☐ Marriage & civil partnership
 - ☐ Pregnancy & maternity

Completed by Author: Michelle Joy **Position:** Head of Student Experience **Date:** 13.08.21

☐ Reviewed by Equality & Diversity Group Date:

☐ We confirm that any recommended amendments have been made

Amended by Author: Position: Date:

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

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1. PURPOSE OF THE PROCEDURE

- 1.1 To safeguard students' welfare and wellbeing.
- 1.2 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.
- 1.3 Enabling students to be able to continue with their progression.
- 1.4 For the Student Support Service to offer continuity and effectiveness across the provision.

2. SCOPE

- 2.1 For all learners whether full time, part time, HE or apprentices, to have access to emotional support via the following means:
 - 2.1.1 The WISDOM App (Health Assured) available 24 hours a day, 7 days a week 365 days per year using the Yeovil College access code MHA078286
 - 2.1.2 Support from one of the Pastoral team. This could be face to face or via Teams or phone call. Support may be offered in small groups.
 - 2.1.3 Referral or signposting to external agencies.
- 2.2 Referrals can be made by:
 - 2.2.1 Accessing the referral form on My Hub.
 - 2.2.2 Self-referral using the QR codes on Student Support posters throughout the College.
 - 2.2.3 Following Fitness to Study or Disciplinary meetings the Chair may recommend support for the learner and with their consent refer to Student Support Coordinator directly.
 - 2.2.4 Learners who are unsure about how to access support can speak to their tutor for help with navigating this process.
 - 2.2.5 External agencies based on their service threshold and accepted as appropriate for the provision available in the College.

3. RESPONSIBILITY AND AUTHORITY

- 3.1 Tutors or appropriate member of staff are responsible for signposting students to access WISDOM as their first point of support unless it is a Safeguarding emergency in which case they should follow the Safeguarding process.
- 3.2 Information on how to access all support available to all learners will be shared through cross college tutorials throughout the year, and equivalent routes such as Theme of the Week for learners who are not timetabled for tutorials. Appropriate staff members are responsible for implementing the Fitness to Study Procedure and informing the Student Support Team if it is required and they will attend the meeting as appropriate.
- 3.3 Student Support Services are responsible for responding within **10 working days** making initial contact with the student using the contact details on Pro Solution and via Microsoft Office Teams, and will ensure:
- a) An appropriate offer is made, which may include an allocation of a Pastoral Support Practitioner (or equivalent member of Student Support Staff for HE or Adult learners) , signposting to support groups in college or to external agencies as appropriate with the consent of the learner.
 - b) Appointments are at a time that is convenient to the learner , around their timetable, so it will not impact on lessons unless it is a crisis or Safeguarding concern. Learners may be asked to attend on non-timetabled days based on need or offered an alternative method such as phone/teams support.
 - c) To keep accurate records of meetings, including missed appointments. Learners who do not engage with the process, without giving appropriate notice, will lose their slot and will need to self-refer again. or (If there is a waiting list, they will re-join the list until a space becomes available).
 - d) To keep a record of the times spent on the College Pro system to inform Key performance indicators.
 - e) To raise a wave 2 intervention on the College Pro system to inform Key Performance Indicators
 - f) All learners must sign a confidentiality agreement enabling the sharing of appropriate information with tutors, lecturers, and external agencies, this includes adult learners.
- 3.4 Head of Student Support and The Student Support Coordinator will monitor and ensure the provision of service.
- 3.5 The Student Support Services team will refer to external agencies with learner permission as appropriate to any appropriate external professional bodies or Charities, including but not limited to:

- a) Housing
- b) Benefits Agencies
- c) Specialist Drug and Alcohol Support
- d) Mental Health Services (CAMHS & AMHS)
- e) GP and Health Care Professionals
- f) Police
- g) Children's Social Care
- h) Adult Social Care
- i) Disabilities Social Care Team
- j) Winston's Wish

4. RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITIONS

- a) Volunteer Involvement Policy
- b) Safeguarding Policy and Procedure
- c) Health and Wellbeing and Fitness to Study Policy
- d) Drug, Alcohol and Substance Misuse Policy
- e) Equality and Diversity Policy
- f) Student Disciplinary Policy and Procedure
- g) Student Maternity and Paternity Policy