



Policy	Welfare Policy
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1. Introduction

Beyond Horizons Academy is committed to providing the necessary advice and pastoral care to its students and staff. Everyone at Beyond Horizons Academy receives some welfare training, from CPD training for staff members and welfare sessions for students.

2. Student welfare

All student welfare queries can be dealt with by any staff member. Students are advised to speak first to their teacher if the problem is to do with their studies, or to the Head of Centre if the problem is more serious. The Welfare officer is responsible for dealing with student welfare enquiries. These are then reported and passed onto the management.

Student welfare is tracked throughout their course using the Welfare Questionnaires. There is a beginning and middle questionnaire each term. End of course feedback is gathered through the End of Course Feedback.

Staff also provide pastoral care and are encouraged to raise any concerns. Staff, associates or parents/family members who have any concerns about the welfare procedures related to a specific student should contact the management.

3. Staff welfare

Beyond Horizons Academy staff can bring up welfare concerns to their direct line manager and it will be forwarded on the Welfare Officers. Staff can also bring up any welfare concerns in the feedback questionnaires, and in the weekly staff meetings.

4. Outside Beyond Horizons Academy

Beyond Horizons Academy is committed to providing support to students both in and out of the Institution. Beyond Horizons Academy promotes local events through its 'What's happening in Leeds?' wall to encourage students to get involved in events and activities.

Student cards have on the reverse the college's 24-hour emergency contact numbers to ensure that students are safe outside the Institution.

All students are issued with complete and comprehensive Useful Information guides that contain information about Leeds and life in the UK to avoid problems with cultural misunderstandings.

5. Welfare partnerships

Beyond Horizons Academy has special welfare partnerships to ensure the wellbeing of students in the college. These partners are welcome to advertise to our students and staff in exchange for offers. Students are not obligated to take these offers and non-approved companies are not permitted to advertise. The companies were chosen as supporting all areas of welfare for students and giving students maximum expert help available.