

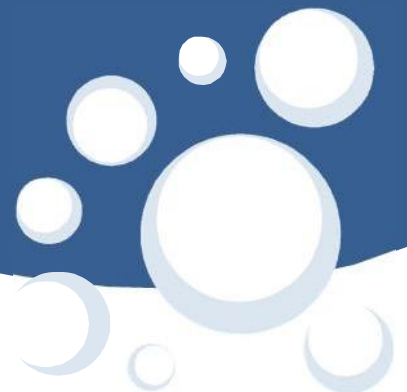
**WEST LONDON COLLEGE OF  
BUSINESS &  
MANAGEMENT SCIENCES**

**STUDENT WELFARE AND SUPPORT**



West London College  
of Business & Management Sciences

**WLCBMS**



## **Student Welfare and Support**

Student Welfare provides Careers Education, Information, Advice & Guidance (CEIAG) service to all students throughout their time at WLCBMS. If a student is unhappy or worried, there is always someone who will listen and give support. We aim to ensure that our students' times at WLCBMS are happy, fulfilling and successful.

The team consists of a Student Welfare Advisor, Learning Support/ Disability Advisor, and Student Finance Support Staff. The team works closely with all the colleges programme staff including Tutors and the course leaders.

The student support starts from admission application, identified and implemented during following processes.

### **Collecting Evidence**

- Induction
- ILP's
- Initial Assessment

### **Analysis of Data**

- Action planning for progression
- Teacher will indicate through ILP study skills support needed. this may include library support

### **Quality Improvement**

- Progress reviews and feedback
- Continuous assessment and interim feedback is given to the learner throughout the semester

### **Quality Changes**

- Summative assessment is given and a review of strengths and weaknesses throughout the session

### **Learning Support/ Disability Advisor**

- Contribute to the effective and efficient organisation and administration of initial and diagnostic assessments and communicate results to students and colleagues.
- Assist teaching staff to devise and implement individual learning plans to ensure that each student has a support programme and appropriate incremental learning targets.
- Work with teaching staff to ensure that additional learning support strategies are integrated into the planning and delivery of learning programmes.
- Maintain records of student progress and provide relevant information for teaching staff and manager as required.
- Participate in careers events and marketing activities and contribute to the admissions and interviewing process for prospective students.
- When appropriate, provide personal support for students with physical disabilities and learning difficulties to enable them to fully participate in the learning process.
- To organise Assistive Technology training.

- To contribute towards the DSA Needs Assessment process
- To provide support for continuing DSA applications.
- To coordinate Non Medical Personal Help
- To provide administrative support including correspondence, financial transactions and record keeping

### **Student Welfare Officer**

- Student Welfare Officer can expect to be the first member of staff to be approached by students with problems of a non-academic nature.
- Provide quality information, advice and guidance to students on personal issues (e.g. homelessness; financial hardship; family breakdown etc)
- To keep records of the interventions made with individual students, and to monitor the effectiveness of the actions taken.
- Liaise with internal and external support agencies, making referrals, as appropriate
- Development of networks with external agencies in order to maximise support available to students.
- Research and maintain up-to-date welfare and financial information and make the information available to students and staff.
- To represent the College on relevant external groups and networks
- Provide advice and guidance to students regarding the availability of events taking place on campus and places to visit in the UK.
- Assist with the organisation of social activities/events for students
- Maintain thorough records of welfare meetings
- Provide support to students who may be experiencing social or emotional issues
- Together with the Administration Officer and Administration Assistants maintain an up-to-date bank of information on the student population; locally as well as on Student Database.
- To support students in putting forward their application to WLCBMS.
- To help maintain staff and student notice boards.
- To filter student enquiries, directing them appropriately within WLCBMS.

### **Student Finance Officer**

- To provide advice and information to students and enquirers on a range of finance issues, including fees and student financial support schemes
- To act as first point of reference on issues relating to student financial support
- Support and participate in enrolment and induction duties
- To respond effectively to complex student enquiries, resolving problems or queries as required.
- taking responsibility for the update of information within Student Financial Support and on the web, and contributing to other promotional activities, as required.
- To provide budgeting and money advice.
- To attend and give advice at Open Days and recruitment events.

### **Careers Adviser**

- A careers adviser provides information, advice and guidance to help people make realistic choices about their education, training and work.
- Progression planning through the provision of Information and Guidance (IAG) from external careers advisors, support across the curriculum, organise progression activities and events and association with Universities and businesses.
- Developing understanding of the changing nature of work, learning and career choices.
- Support with completing Application forms and access to computers for on-line registration
- Conduct mock interviews, where deemed advantageous
- Supported CV and Personal Statement sessions.

### **English Support**

- Assess the level of competence in English of individual targeted students and to provide matched support accordingly, including aspects of language development and use of specialist language support as appropriate.
- Work and plan collaboratively with subject teachers within the classroom providing language support specific to the curriculum, including the identification of language aims and setting of clear targets for learning.
- Work intensively, with individual student, groups and within whole class contexts as appropriate, on specific aspects of language and cognitive development.
- Monitor and evaluate the progress of targeted students and contribute as appropriate to associated whole College policies, including issues related to linguistic diversity.

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| Latest reviewed on: August 2017 |
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| Next review date: August 2018 |
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