

## **F. Student Welfare Policy**

### **Policy Statement**

All ISC staff, including group leaders, have responsibility for student welfare and to create a happy and safe environment for students. Staff are expected to take a keen interest in the well-being of all the students and to be aware and able to assist in resolving potential problems as quickly as possible. Staff are resident in the boarding houses to deliver an excellent level of pastoral care and identify any problems or issues at an early stage.

Safeguarding is discussed as an agenda item in all staff meetings and student safety and welfare inform every decision we make at ISC. All ISC employees have a legal duty of care to under 18 students attending its courses. Any safeguarding concerns they may have, must be reported to the ISC directors - Nicola Lee, the Designated Safeguarding Lead or Al Dudge, the Deputy Designated Safeguarding Lead.

### **Key Terms**

- DSL - Designated Safeguarding Lead
- DDSL - Deputy Designated Safeguarding Lead
- DSS - Designated Safeguarding Staff

### **Related Documents**

Please see the appendices in the full ISC Safeguarding Policy. Further details of policies can be found in the Health and Safety Manual.

### **Welfare Provision**

- All ISC staff, including group leaders, have a responsibility for the welfare of students at all times. At ISC, we pride ourselves in providing an excellent level of care for our students.
- Prior to the commencement of the courses, information is sent out to our students and group leaders regarding the ISC programme, what students should expect, a list of items to bring and a behavioural agreement for students to sign.
- On arrival students are welcomed by staff, have a tour of the campus, their houses, shown to their rooms and given time to unpack. The whole school attends a welcome talk during the first evening, which includes important information on the courses, school rules, safety, online safety and fire safety information. Students are made aware of where they can find help should they need it. Heads of house also brief students on fire safety and introduce students to house staff in the initial house meeting.
- Students have weekly house meetings where important information is passed on to them and we check to see how they are doing. Individual students have an additional two meetings per week with the directors. However, we ask staff to constantly monitor if the students well-being and to report any concerns to the directors.

### **Dealing with Welfare Concerns**

- In the first few days, students can become homesick or disoriented. For many of our students this is their first time away from home and often a few kind words or an introduction to other students is all that is necessary for them to settle in. For other students, orientation is more difficult and if you suspect they are struggling, you should report it to the one of the directors or the DSL.

- If a student appears to be disorientated, including not sleeping or eating properly, this can often be resolved by talking to them, buddying them up with a fellow student, taking them on a further tour of the campus and watching out for them at mealtimes.
- Students can sometimes struggle making friends, particularly if they have come as an individual. Introducing them to other students with similar interests and involving them in all house activities will usually resolve this. Occasionally, it might be necessary to move the student into another room; this must always be discussed with the office, group leader and head of house first.
- For other students, orientation is more difficult and if you suspect they are unhappy/unsettled after a couple of days, you should report it to the DSS or one of the directors, Nicola Lee, DSL, 07947 655094 or Allen Dadge, DDSL, 07950 740424.
- Any safeguarding issues should be immediately reported to Nicola Lee, the DSL or Al Dadge, the DDSL, who are based in the main office.
- In all cases, the ISC directors, ISC staff, the Individuals Leader and international group leaders will work together to monitor the student and help them to overcome any issues.

**All staff will be made aware of this policy and it is a condition of their employment that they support its full implementation.**

Signed:

Date: 12 June 2026



Nicola Lee  
Director