

Bedford College Wellbeing Service

Statement of Service

Aim of the Service

It is the aim of Bedford College's Wellbeing Service to provide a high quality student wellbeing and pastoral support service which maximises attendance, retention and success and enables students to flourish in their learning and the college community.

How can we help?

Bedford College's Student Wellbeing team offers an impartial service which includes:

- introducing students to their Personal Tutor and the support available to them at the start of the course
- make students aware of what support they may be eligible for such as travel, finance and personal support
- helping support students to attend College regularly
- working with students to help them achieve and be successful on their course
- provide ongoing one-to-one support to students to help motivate them in their studies
- access to counsellors to help with personal problems
- information and advice on other specialist services available
- access to a range of specialist support services
- group sessions on a range of topics such as careers or health awareness

Who can use the service?

The service is available to students studying at Bedford College campuses.

How can you contact the service?

Personal tutors are based in your department, and they will provide you with direct contact details at the start of your course.

You can contact the counselling service on 01234 291911, email counselling@bedford.ac.uk or text: **TALK** to 07950 080723

Alternatively you can call in to Student Services, telephone 01234 291934 or e-mail us on: studentservices@bedford.ac.uk.

What can you expect from us?

We will:

- provide a friendly, professional, free service
- give information, advice and guidance that is impartial and in your best interest.

- seek to ensure that you are provided with equality of opportunity, treatment and respect
- operate in line with our confidentiality procedure and only share information about you if we have your consent to do so, unless we believe that you, or another person, is at risk of serious harm
- provide opportunities for one-to-one meetings to be conducted in an appropriately private space where necessary
- contact you as soon as possible in the event of our having to cancel an appointment due to staff illness or any other reason, and offer you an alternative appointment within 5 working days.

Bedford College is committed to the advancement and promotion of equality and diversity. We aim to provide a learning and working environment which values individuals equally.

It is our duty and obligation under the Equality Act 2010 to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

The College does not disadvantage individuals by discriminating on any grounds, particularly - Disability, Age, Race, Gender (Sex), Religion and Belief, Sexual orientation, Gender reassignment, Pregnancy & Maternity and Marriage and Civil Partnership (not applicable to Education).

Your needs will be dealt with in accordance with our policies on equality and diversity, and any information, advice or guidance we provide will not be influenced by your background or situation.

Copies of our equality and diversity, confidentiality and other policies are available on request or from our website at www.bedford.ac.uk.

What do we expect from you?

If you are unable to attend any appointment please inform us beforehand by ringing your Personal Tutor, the Counselling Service (01234 291911) or the Student Services help desk (01234 291934), as appropriate.

We would also ask that you treat staff and other users of the service with respect.

What happens next?

We have contact with a number of organisations outside College and can refer you to them if you need specialist advice or they can help you better than we can. We will discuss this with you first.

Our quality commitment

The service regularly obtains feedback from its clients and you may be asked to complete a brief questionnaire or attend a focus group. This information is used to help us improve the service we offer.

The college has a complaints procedure. If you are unhappy with any aspect of the service we have provided, please contact the Student Services help desk on 01234 291934 where an adviser will be happy to help you. If we are unable to resolve the problem informally, we will advise you how to register a formal complaint, which will then be brought to the attention of the appropriate manager.

Our staff are experienced, and/or hold, or are working towards, appropriate qualifications in tutoring, guidance, counselling and safeguarding, according to their role.

How can the service help people with particular needs?

The service is accessible for wheelchair users and we can arrange for a BSL interpreter to be available at your guidance interview if necessary. A hearing loop is available at the help desk. Please let us know beforehand if you have any special requirements – we will make every effort to meet them.

If you think you may need extra help to complete your course, we will also arrange for you to speak to our Additional Support Adviser. The college has a disability policy which outlines the range of support available. It is available on our website.

Information about the college, including this leaflet, is available in large print format.

Supporting documentation

This Statement of Service is supported by the following documents, all of which are available on the College website www.bedford.ac.uk/downloads

- Tutorial Policy
- Safeguarding Policy
- Counselling Policy
- Complaints Procedure
- Equality and Diversity Policy
- Confidentiality Procedure