

**ISTITUTO MARANGONI LONDON
STUDENT WELLBEING POLICY**

Version Control Statement

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1. Introduction

- 1.1. Istituto Marangoni London (IML) is committed to supporting and promoting the welfare of staff, students and visitors and is committed to the provision of a safe environment conducive to work, study and the enjoyment of a positive experience for all members of its community. This policy sets out the School's approach and associated procedures for responding to concerns about the wellbeing of students.
- 1.2. In the discharge of its functions, and in implementing this policy and procedure, IML will remain mindful of its general duty of care and other legal obligations, such as those it owes under the Health and Safety at Work Act 1974, the Data Protection Act 2018, and the Equality Act 2010.

2. Purpose and Scope

- 2.1. This Policy and associated guidance are designed to assist IML to achieve the commitments set out above and to take reasonable steps to support the wellbeing of students by ensuring there are clear guidelines and procedures for identifying risk, reporting concerns and taking appropriate action.
- 2.2. Concerns may relate to the behaviour of students, or to how students are affected by the behaviour of others. This policy aims to:
 - provide guidance about some common types of difficulties that students might experience and how to recognise when a student is experiencing such difficulties
 - provide information to help members of staff to decide how serious or urgent an issue is
 - identify appropriate internal and external sources of support to which students can be referred
- 2.3. Where the concern relates to the abuse of a student under the age of 18, or an adult at risk, the School's Safeguarding Policy and Procedures should be followed. Concerns about the radicalisation of any student, which the School has a duty to report under the Prevent strategy, are also covered by the Safeguarding Policy.
- 2.4. This policy forms part of a framework of wellbeing policies which work together to ensure that everyone can learn and work in a safe, respectful and welcoming environment and that welfare concerns are handled in a supportive, proactive and responsible manner. Other related policies and procedures in this framework include:
 - Safeguarding Policy
 - Emergency Procedures
 - Student Code of Conduct and Disciplinary Procedure
 - Staff Disciplinary Rules and Disciplinary Procedure
 - EDI Policy and Strategy
 - Sexual Harassment and Misconduct Policy
 - Dignity at Work and Study Policy
 - Disability Policy
 - Fitness to Study Policy
 - Health and Safety Handbooks

3. Roles and Responsibilities

- 3.1. All members of IML staff and those working with the School in a student-facing capacity are required to familiarise themselves with this policy and to raise concerns as they arise in accordance with the procedures set out herein. Some groups or individuals have specific responsibilities as set out in the table below.

Body / Individual	Responsibilities
Board of Directors	The Board of Directors has overall responsibility for ensuring the provision of high quality student experience, including the provision of support services that enable all students to engage effectively with their studies
Academic Board	Responsible for: <ul style="list-style-type: none"> • Approving the Student Wellbeing Policy
Senior Management Team	Responsible for: <ul style="list-style-type: none"> • Reviewing and recommending wellbeing policies and procedures to the Academic Board • Ensuring that student services are adequately resourced • Reviewing the outcomes of case reviews following incidents related to students in crisis • Ensuring that appropriate data is collected about student wellbeing activities that enables IML to monitor and enhance its service provision
School Director	Responsible for: <ul style="list-style-type: none"> • Oversight of the school's approach to supporting student wellbeing • Receiving reports of emergency interventions and overseeing serious case reviews
Student and Academic Services Manager	The SAS Manager has responsibility for the implementation of the student wellbeing policy and procedures across the School: <ul style="list-style-type: none"> • Responding to high risk situations • Promoting, implementing, monitoring and reviewing this policy in accordance with external guidance and sector best practice • Acting as the main point of contact with external services such as local NHS services • Providing students and staff with information, advice and training on student wellbeing issues • Maintaining confidential records of action taken to support students in crisis
Director of Education	Responsible for: <ul style="list-style-type: none"> • Leading reviews of serious cases involving high risk to a student or the wider School community
HR Manager	Responsible for: <ul style="list-style-type: none"> • Identifying and monitoring training strategies in relation to student wellbeing • Ensuring that mechanisms are in place to support staff dealing with students in crisis
Department Managers and Programme Leaders	Responsible for: <ul style="list-style-type: none"> • Ensuring that team members attend relevant training and maintain awareness of student wellbeing services

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| | <ul style="list-style-type: none">• Ensuring that student wellbeing is considered in the planning of events and activities and risk assessments are conducted as appropriate |
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4. Identifying a concern

- 4.1. Concerns about a student's mental health or wellbeing may become apparent in a number of ways. The student themselves may disclose their difficulties, either directly or indirectly, in conversation or through other means of communication, such as email. Responding calmly in these situations can help to determine whether the student might benefit from further support.
- 4.2. A student's difficulties may also come to light through their behaviour or comments from other students. Examples of factors which may indicate an underlying issue include:
 - Other students sharing their concerns
 - Regular absence or lateness
 - Changes in the way the student engages with their work, such as a lack of concentration or inability to think things through
 - Working very long hours and a lack of balance between study and other activities
 - Presenting as unpredictable, disruptive or withdrawn
 - Presenting as agitated, irritable, aggressive or sad
 - Lack of concentration, lack of energy/fatigue
 - Poor personal hygiene or unkempt appearance
 - Sudden changes in appearance or behaviour
 - Smelling of alcohol or showing signs of taking drugs
 - Visible bruising, cuts, scars or other injuries that are unexplained, unusual or recurring
 - Difficulties initiating and maintaining social relationships
- 4.3. Should a potential wellbeing issue come to light indirectly, staff should consider whether they are able to discuss the matter with the student concerned or whether they should refer the matter directly to a line manager or a member of the Student and Academic Services team.
- 4.4. Staff who do engage in discussions about a potential wellbeing issue should take steps to handle the matter calmly and sensitively. These include:
 - Arranging a safe and private environment for the individual to talk
 - Listening carefully and staying calm
 - Where appropriate, encouraging the student to seek support from IML Student and Academic Services or external support networks
 - Considering the wishes of the individual and maintaining confidentiality unless their safety or the safety of others is at risk
- 4.5. Should a concern arise, it is necessary to determine how urgent the issue is when identifying next steps. The sections below provide guidance to help determine where the concern falls within the categories of:
 - Emergency and urgent need
 - Serious concern
 - Other concern

5. Emergencies and urgent need

- 5.1. **Urgent need (imminent risk to self):** When a student is in immediate danger of harming themselves, has overdosed on drugs or medication, is injured or critically unwell or has taken steps to end their life (i.e. made a recent suicide attempt, has clear plans to harm themselves and has the means or has posted what looks like a suicide message on social media):
- The student should go to the nearest A&E Department
 - Call 999 to request an ambulance if the student is unable to or will not go to the hospital themselves
 - If safe and time permits, also let reception know that an ambulance has been called and advise them where they should direct emergency service
- 5.2. **Urgent need (imminent risk to others):** If a student is posing a risk to others, is violent or aggressive or under the influence of drugs or alcohol and is behaving in a potentially dangerous manner, alert security and ask them to call the Police on 999.
- 5.3. The School's Emergency Procedures will be initiated and action taken to inform relevant contacts as appropriate to the situation.

6. Serious Concerns

- 6.1. Prolonged Absence (where there are concerns for a student's wellbeing or safety):

6.1.1. Where a student has absented themselves completely and has remained unresponsive to communications for several days (or a shorter period where there are other concerns about their wellbeing) the matter should be reported to Student and Academic Services team in the first instance, who will attempt to make contact using any additional contact information.

6.1.2. Where the student remains uncontactable, the Student and Academic Services Manager will consider whether it is appropriate to inform the student's emergency contact, with reference to the School's emergency procedures. Where the student is suspected missing IML may decide to report this to the police.

6.1.3. Once the student is located Student and Academic Services will offer advice as appropriate.

- 6.2. Suicidal Ideation:

6.2.1. If a student is reporting suicidal thoughts and intent to harm themselves but they have not acted on these thoughts or are not sure if they will, Student and Academic Services should be informed and will contact the student with normal operating hours to offer support or signpost the student to relevant external services.

6.2.2. If more immediate support is needed, for example at the weekend, ask the student for permission to pass their contact information on to crisis services and call NHS 111 or the Samaritans on 116 123.

6.2.3. Students under 35 can also contact the Papyrus helpline 24/7 at 0800 068 41 41 (phone) 07860 039967 (text) or pat@papyrus-uk.org.

- 6.3. Substance abuse and self-harm:

6.3.1. Where a student is misusing drugs or alcohol or you become aware that they have harmed themselves, Student and Academic Services should be informed and will contact the student with normal operating hours to offer support or signpost the student to relevant external services.

- 6.4. Homelessness:

6.4.1. Where a student is homeless or at risk of homelessness, Student and Academic Services should be informed and will contact the student with normal operating hours to offer support or signpost the student to relevant external services, which may include referral to local authority housing services.

- 6.5. Experience of sexual assault:

6.5.1. If a student discloses a sexual assault or if they suspect that they have been spiked, staff should advise them to contact Student and Academic Services from where they will be directed to their nearest Sexual Assault Referral Centre (SARC). Information on reporting and seeking support for sexual assault is available from the Havens: <https://thehavens.org.uk/>.

6.6. Other concerns:

6.6.1. Where you have noticed poor engagement and/or frequent absence due to suspected health or wellbeing issues, you should inform the Student and Academic Services Manager or the Director of Education in the first instance. They may arrange a supportive meeting with the student to explore the reasons and identify supporting actions. You should also signpost the student to Student and Academic Services.

6.6.2. Students experiencing financial or accommodation issues can be directed to Student and Academic Services for further advice.

6.6.3. Students experiencing a general deterioration in their mental health should be encouraged to approach Student and Academic Services for advice. If they are distressed and need immediate support, you should find a quiet space for them to sit and if you need additional support, request assistance from one of the School's Mental Health First Aiders by contacting reception.

7. Reporting a Concern

7.1. Concerns should be reported to Student and Academic Services by emailing academicervices.london@istitutomarangoni.com with the words 'Cause for Concern' in the subject line. It may be helpful to make a note of your immediate concerns and any action taken.

7.2. Where possible, the student should be encouraged to make contact with Student and Academic Services themselves. The SAS team has an open door policy, with staff available for student enquiries from 9.00 to 18.00 Monday to Friday. The SAS office is located on the first floor of 30 Fashion Street.

8. Following up on concerns

8.1. The Student and Academic Services Manager will meet once a week with relevant Programme Leaders to discuss any concerns emerging about the wellbeing of the students on their programme. Concerns will be rated (on a red amber green scale) and appropriate actions will be agreed, including the initiation of Fitness to Study procedures where appropriate.

8.2. The SAS team will maintain records of any action taken, arranging following up meetings with the student and any internal support services as necessary. All open concerns will be reviewed on a weekly basis until such time as the issue has been resolved. Where a safeguarding issue emerges from the concern, for example where a student is deemed to be an adult at risk, the matter will be dealt with in accordance with the Safeguarding Policy and external agencies informed as appropriate.

8.3. Student and Academic Services may not be able to provide the reporting party with further information about the student's circumstances or any resultant actions. As far as possible, any information relating to concerns about a student's wellbeing will be held confidentially, however, in some cases, it may be in the student's best interest to disclose the concern more widely. The Student and Academic Services Manager will take this decision in conjunction with relevant members of the Senior Management Team.

8.4. Where the concern relates to an urgent need or the Emergency Procedures are implemented, a case review will take place, led by the Director of Education or School Director, reporting to SMT. SMT will be responsible for ensuring that any further action identified in relation to the School's policies, procedures or services is completed.

9. Training and Support for Staff

9.1. Regular training opportunities will be made available to staff to ensure that all personnel are familiar with the School's safeguarding and wellbeing-related policies and the available support services. All staff and tutors will be briefed on the procedures for reporting safeguarding and wellbeing concerns on an annual basis.

9.2. Support and advice for staff is available from line managers, the HR Manager and Student and Academic Services. Staff who have been personally affected by a student's situation are encouraged to seek support from the Employee Assistance Programme.

Appendix 1: Key Contacts

Title	Name	Telephone	Email
SAS Manager	Anna Licholat (mat leave) Zehra Ansari (maternity cover)	02073779347	z.ansari@istitutomarangoni.com
SAS Supervisor	Salwa Issa	02073779347	s.issa@istitutomarangoni.com
Student and Academic Services			Academicservices.london@istitutomarangoni.com
SEN Tutor	Salvatore Circelli		s.circelli@istitutomarangoni.com

Appendix 2: Useful Resources

London Higher Connect – self-help and links to NHS providers for students:

<https://wellbeingconnect.londonhigher.ac.uk/student>

Mental Health First Aid England resources for universities: <https://mhfaengland.org/mhfa-centre/resources/resource/?id=b3df9f6f-3ca5-e811-8147-e0071b668081>

Papyrus help and advice for preventing suicide: <https://www.papyrus-uk.org/help-and-advice-resources/>

Samaritans guidance on helping others: <https://www.samaritans.org/how-we-can-help/if-youre-worried-about-someone-else/>

Mind information and support: <https://www.mind.org.uk/information-support/>

SMART recovery resources for concerns about those with addiction issues:

<https://smartrecovery.org.uk/general-resources/?tag=family-and-friends>

Student Space mental health and wellbeing resources: <https://studentspace.org.uk/wellbeing/mental-health-and-wellbeing>

Rape Crisis get informed: <https://rapecrisis.org.uk/get-informed/>

Appendix 3:

Responding to concerns about student welfare – a quick guide

