

## Welfare Policy



The students are the most important people at ELC Bristol and every member of the teaching and admin staff is here to help them. The Directors have overall responsibility for welfare and the Directors and Homestay manager have specific responsibility for welfare in Pembroke and Abon House and the Vice Principal and the Principal support them. However, above all, it is the kindness and care of each individual member of staff which really makes a difference and this is a fundamental part of the school's ethos.

Our Mission Statement says that our goal is to ensure rigorous welfare and safeguarding procedures and an ongoing training programme are in place, as the well-being and safety of each individual student is our absolute priority. Our aim is to personalise our students' experience at ELC, to be kind, patient, supportive and attentive and to ask for, and listen to their views and comments and, where possible, to act upon their suggestions as they are the most important people in the school and every member of staff is here to help them get the most out of their stay.

When determining school policies, the welfare of individual students is paramount. The following school policies all have a bearing on students' welfare and can be found in the school web site – school policies

- Quality Assurance policy
- Feedback policy
- Complaints and suggestions policy
- Health and Safety Policy
- Mental Wellbeing Policy
- Safeguarding Policy
- Learning difficulties and disabilities policy
- First aid policy
- Risk assessment policy
- Emergency Policy
- Bullying and harassment Policy
- Respect Policy
- Equality policy
- Social programme policy
- English out there policy

Students are sent pre-arrival information when they enrol. Welfare information is in the students file which is given to them on arrival. The welcome talk covered by the Directors highlight some key points. These are reinforced by class visits by the Director/Principal/Vice Principal two weeks into a main term when students are reminded of key points and where they can access all the school policies.

Key welfare staff:

- Welfare team
- Safeguarding Team
- Health and Safety Team

