

Learner Welfare and Support Policy



POLICY STATEMENT

EC Dublin is committed to providing a safe, supportive, and inclusive learning environment for all learners. The purpose of this policy is to ensure that learners have access to appropriate welfare support during their time at EC Dublin and that any welfare concerns are managed promptly, sensitively, and effectively. EC Dublin recognises that international learners may face challenges related to cultural adjustment, accommodation, health, academic pressure, or personal circumstances. The school therefore provides clear systems of support to ensure learners feel safe, supported, and able to succeed in their studies.

This policy outlines the key features of each of the above.

1. Welfare Officer

EC Dublin has a designated Welfare Officer responsible for learner welfare and support.

Welfare Officer:

Andrew Pierce
Student Services Coordinator

The Welfare Officer acts as the primary point of contact for learners who require support with personal or welfare-related issues. Responsibilities include:

- Providing guidance and support to learners experiencing welfare or personal difficulties
 - Listening to and responding to learner concerns in a confidential and supportive manner
 - Providing practical advice or mediation where appropriate
 - Referring learners to external professional services where necessary
 - Recording and monitoring welfare concerns where appropriate
 - Liaising with relevant EC Dublin staff to ensure appropriate support is provided
- Learners are informed during induction about who the Welfare Officer is and how they can seek support.

2. Staff Responsibilities

All EC Dublin staff share responsibility for learner welfare. Staff members are expected to:

- Be approachable and supportive towards learners
 - Raise any welfare concerns with the Welfare Officer where appropriate
 - Respond appropriately if a learner raises a concern
 - Respect learner confidentiality and handle information sensitively
- Where necessary, the Welfare Officer may coordinate with academic staff, management, or accommodation staff to support a learner.

3. Learner Induction and Awareness

All learners receive information during their first-day induction about:

- The welfare support available at EC Dublin
- Who they can speak to if they have concerns or difficulties
- School rules and expectations
- Emergency procedures
- Local healthcare and emergency services

Learners are encouraged to approach staff at any time if they require support.

4. Types of Welfare Support

EC Dublin provides support and guidance for a range of learner welfare needs, including:

- Accommodation issues
- Cultural adjustment
- Personal or emotional concerns
- Health or wellbeing concerns
- Academic pressures impacting wellbeing
- Practical matters such as banking, transport, or accessing local services

Where appropriate, staff will provide advice, support, or mediation.

5. Confidentiality

EC Dublin treats all welfare concerns with sensitivity and respect for confidentiality.

Information shared by learners will only be disclosed to relevant staff where necessary in order to provide appropriate support or where there are concerns relating to the safety or wellbeing of the learner or others.

6. External Support Services

If a learner requires specialist support beyond what the school can provide, EC Dublin will assist the learner in accessing appropriate external services.

These may include:

- Medical services and general practitioners
- Counselling or mental health services
- Emergency services
- Student advisory organisations

Staff will support learners in understanding how to access these services if required.

7. Mental Health Support Services in Ireland

EC Dublin recognises the importance of supporting learners who may experience mental health difficulties during their time in Ireland. Where appropriate, learners may be referred to professional support services.

Examples of support services available in Ireland include:

Samaritans Ireland

Confidential emotional support service available 24 hours a day

Phone: 116 123

Website: www.samaritans.org/ireland

Pieta

Support for people experiencing suicidal thoughts, self-harm, or emotional distress

Phone: 1800 247 247

Text: HELP to 51444

Website: www.pieta.ie

Aware

Support and information for people experiencing depression, anxiety, or related mental health issues

Emergency Services

If there is an immediate risk to a learner's safety, staff will contact emergency services by calling **112 or 999**.

8. Welfare Reporting Procedure

If a welfare concern arises, the following procedure will be followed:

1. Identification of Concern

A welfare concern may be identified by a learner, teacher, staff member, or another student.

2. Initial Response

The staff member receiving the concern should listen to the learner in a supportive and non-judgmental manner and ensure the learner feels safe and supported.

3. Referral to Welfare Officer

The concern should be reported to the Welfare Officer (Andrew Pierce) as soon as possible.

4. Assessment of Situation

The Welfare Officer will assess the situation and determine the appropriate level of support required. Where a concern is considered serious, ongoing, or presents a potential risk to the learner's wellbeing or safety, the matter will be escalated to the Centre Director.

5. Action and Support

Support may include:

- Advice or practical guidance
- Mediation where appropriate
- Referral to academic staff
- Referral to accommodation staff
- Referral to external professional services

9. Escalation to Management

Where required, the Centre Director will be involved in decision-making and oversight of the case. This may include determining appropriate actions, approving external referrals, or implementing additional support measures.

10. Record Keeping

Where appropriate, the Welfare Officer will record welfare concerns and actions taken in order to monitor the situation and ensure appropriate follow-up.

11. Follow-Up

The Welfare Officer will follow up with the learner where appropriate to ensure that the issue has been addressed and that the learner continues to feel supported. Where a case has been escalated, the Centre Director will maintain oversight to ensure appropriate resolution.

12. Emergency Situations

In situations where a learner's health or safety may be at risk, EC Dublin staff will take immediate action, which may include contacting emergency services or appropriate authorities.

13. Related Policies

This policy should be read alongside the following EC Dublin policies:

- Safeguarding and Child Protection Policy
- Complaints and Grievance Procedure
- Student Code of Conduct

Policy Review

This policy will be reviewed regularly to ensure it remains effective and aligned with regulatory requirements and best practice in learner welfare.

Version Control

Version	Description of Changes	Release Date
1.0.0	Initial Version	13/01/2026

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