



Fairfield School of Business

info@fairfield.ac

Student Support and Welfare Policy

Version	2.8 Public
Last updated	January 2026
Category	Regulations
Approved by	Board of Governors

Abstract:

The purpose of this policy is to ensure that all students on higher education programmes taught by FSB receive the necessary advice, guidance and support to achieve successful academic and professional outcomes to their studies.

Applicability:

This policy applies to all students across all taught provision at Fairfield School of Business

Contents

1. Introduction	1
2. General Support & Wellbeing	1
3. On-Course and Student Support	2
4. Support for Disabled Students and Students	3
5. Confidentiality	5
6. Complaints	5
7. Policy Review and Monitoring.....	5

1. Introduction

- 1.1. This policy has been created with due regard for the requirements of the Office for Students Regulatory Framework for Higher Education in England¹; the Framework is the definitive reference point for all UK higher education institutions and sets out how academic standards are maintained and how the quality of learning opportunities is assured and enhanced. The Regulatory Framework requires Fairfield School of Business (FSB) to take reasonable steps to ensure that “*students registered on a higher education course receive resources and support which are sufficient for the purpose of ensuring:*
- *a high-quality academic experience for those students; and*
 - *those students succeed in and beyond higher education...*
- 1.2. FSB recognises that many of its students may be returning to education as mature students or be trying to combine study with the demands of a family life or work commitments. FSB provides Student Support and Welfare Services to help any student who may have difficulty to coping with health, welfare, wellbeing, behavioural or personal life issues that have an impact upon their learning.
- 1.3. FSB’s Student Support and Welfare Services is committed to:
- Being student-focused,
 - Supporting our Equality Diversity and Inclusion Policy in practice,
 - Ensuring, so far as is reasonably practicable, that students are not materially disadvantaged in their studies by any of the issues in 1.3.
 - Acting fairly and impartially and in the best interests of students,
 - Supporting our widening access and participation objectives,
- 1.4. This policy should be read in conjunction with FSB’s [*Reasonable Adjustments Policy and its Fitness to Study Policy and Guidelines*](#).

2. General Support & Wellbeing

- 2.1. Student Support and Welfare Services offer professional and impartial advice to any student who is experiencing a difficulty that is having an impact on their learning. The problem does not have to be linked directly to study; whatever the issue Student Support and Welfare Services will:

¹ [The regulatory framework for higher education in England - Office for Students](#)

- provide a confidential, impartial service and will not make any judgments based on behaviour, lifestyle or personal circumstances,
- ensure students are aware of the limits of the service and are appropriately supported within these limits,
- work with individuals to determine the options available which will allow the student to make informed choices and decisions,
- work with appropriate external agencies (including charities) to ensure the student has the best level of support available.

2.2. FSB recognises all religious faiths and provides a multi-faith prayer room in all of its campuses.

3. On-Course and Student Support

3.1. Student Support and Welfare Services offer advice and guidance in any area in which students may be having problems or where they need support.

3.2. There is a dedicated Student Support and Welfare Services office at every campus operated by FSB. Students can receive in-person support at any time during its posted office hours.

3.3. The role of Student Support and welfare Services is to:

- Give information on attendance, results, student status, semester dates, etc.
- Offer impartial and confidential advice on completing request forms,
- Assist with enquiries about course changes or other academic issues such as assignments, exams, appeals and complaints,
- Offer one-to-one support on personal issues,
- Help students experiencing any harassment, bullying, sexual misconduct, or any other abuse,
- Guide and advice pregnant students about the maternity plan and the support available for pregnant students. Please also see the [Pregnancy and Maternity Policy](#),
- Refer students to Academic Support Centre when needed,

- Refer students to the Designated Safeguarding Lead when a safeguarding concern has been raised,
- Deal with any student complaints,
- Contact relevant staff on behalf of the student with student consent,
- Assist with any queries regarding student finance; however, note that FSB does not have any influence over eligibility or timing of payments made by Student Finance England.

4. Support for Disabled Students and Students with a Long-term Physical or Mental Health Need

- 4.1. FSB aims to create an environment where a disability or health need (including a mental health need) is not a barrier to learning and all individuals have the opportunity to achieve their full potential.
- 4.2. FSB is mindful of UK Equality legislation, including the Equality Act 2010, and will discharge its duties accordingly. The Equality Act 2010 defines a disabled person as someone who has a physical or mental condition that has a substantial or long-term adverse effect on his or her ability to carry out normal day to day activities and this includes individuals with HIV, multiple sclerosis, some cancers and dyslexia.

At the Admissions Stage:

- 4.3. FSB welcomes enquiries and applications from everyone with an interest in the School's courses. Students applying for a place are asked to declare any disability, long term physical health or mental health need or additional learning support need; this information is given in confidence and only used for the purpose it is gathered.
- 4.4. Student Support and Welfare Services will interview the prospective student to discuss their individual support requirements.
- 4.5. FSB may ask for a report from a suitably qualified professional to confirm details of the appropriate level of support required.
- 4.6. All applications will be considered by FSB's Admissions Panel.
- 4.7. The student will be advised if FSB is unable to offer an adequate level of appropriate support. Students are reminded that whilst FSB aims to accommodate the needs of disabled students and those with a long-term physical or mental health need, it may not be

able to do so if it has not been informed of access requirements in advance. Such instances are expected to be rare and every effort will be made to meet student's requirements.

- 4.8. FSB will make sure all reasonable adjustments are made, in readiness for the start of the course, to accommodate and promote a successful learning outcome.
- 4.9. More information on reasonable adjustments can be found in the Reasonable Adjustments Policy.
- 4.10. Student Support and Welfare Services will encourage the learner to apply for the Disabled Students Allowance (DSA) through Student Finance England, where eligible, and can assist in this process.

Whilst on the Course:

- 4.11. Student Support and Welfare Services will keep a confidential register of all students who have declared a health need relating to their long term physical or mental health, disability or additional learning need.
- 4.12. This information is shared in confidence with lecturers and other essential staff on a strictly 'need to know' basis.
- 4.13. Student Support and Welfare Services will use the register to inform the Assessment Board when making decisions on progressions, exclusions etc.
- 4.14. Support for students who do not declare a disability during the Admissions process cannot be guaranteed although every effort will be made to provide support.
- 4.15. When considering Mitigating Circumstances, Student Support and Welfare staff will ensure that the panel is fully briefed on any disability issues that might affect a student's performance.

Dyslexia and Literacy Support

- 4.16. Students who declare dyslexia will be asked to provide a report, written by a suitably qualified practitioner, to confirm the dyslexia and any reasonable adjustments that FSB may make.
- 4.17. Students who do not have an existing report must commission their own report and must also meet the costs of the assessment. FSB may be able to refer students to an external provider for screening, but note that there is a fee attached and this does not constitute a formal diagnosis.

- 4.18. FSB will take reasonable steps to accommodate any adjustments and additional academic support sessions the student may need; however, professional dyslexia support (usually via an external agency) is only available to students via the Disabled Student Allowance (DSA) through Student Finance England.

5. Confidentiality

- 5.1. Information entrusted to staff will be treated in accordance with the FSB's [Data Protection Policy](#).
- 5.2. Students will be informed with whom and why information is shared.
- 5.3. Staff will respect decision made by students about the disclosure or sharing of confidential information and undertake to communicate effectively with clients to help them understand the implications of any decision not to disclose or share information.
- 5.4. There are some limits to confidentiality (e.g. child protection, public health or deterioration in mental wellbeing); if exceptional circumstances arise that give cause to believe a student may cause harm to him/herself or to others it may be necessary to share this information with external professionals. The student will be informed if such circumstances arise. Please see the [Student Safeguarding Policy](#) for further information.

6. Complaints

- 6.1. Students can use [FSB's Student Complaints Policy and Procedures](#) to make a complaint about the Student Support and Welfare Services.

7. Policy Review and Monitoring

- 7.1. This policy will be reviewed annually by the Student Life Cycle and Enhancement Manager; changes to it will be approved by the FSB's Board of Governors.

Document governance

Document owner*	Student Lifecycle and Enhancement Manager
Consulted parties**	Vice Principal; Associate Deans; Student Support and Welfare Committee
Next update due	September 2026
Classification	Public – Anyone can view this document

**Responsible for updates to this content.*

***To be consulted on updates to this content.*

Versions

Version no.	Description of Changes	Approved by	Date
1.0 - 1.6	Original version.	Executive Committee	Sep 2016 Sep 2017 Sep 2018
2.0 - 2.1	Numbering and document formatting applied; mapped to revised UK Quality Code for Higher Education.	Board of Governors	Sep 2019
2.2 – 2.5	Annual review and updates – no significant changes	Board of Governors	Sep 2021 Sep 2022 Sep 2023
2.6	Annual review – links to related policies added	Board of Governors	Aug 2024
2.7	Annual Review – update to team name, more information regarding student finance and safeguarding	Board of Governors	Oct 2025
2.8	Change to staff roles (clause 3.3)	Board of Governors	Jan 2026