

## **Welcome to Student Services**

Our Students are the most important element of our college community. For us it is important that they begin their day well prepared, personally motivated and in a positive mind set to manage the day ahead of them. The Student Services Department has evolved over the last year to ensure that we are able to help our students start their school day as positively as possible.

The Student Services Department provide the following services to our students;

- ✓ Timetables / Planners
- ✓ Lunch Club and After-School information
- ✓ Access to 'Drop-in' Groups
- ✓ Attendance and Punctuality matters
- ✓ Community news and Information
- ✓ Access to a variety of Support Services
- ✓ Learning Mentors
- ✓ Young Peoples Information and Helpline Details
- ✓ Young Carers Support and signposting
- ✓ Access to School Nurse
- ✓ First Aid point
- ✓ A 'Listening Ear'
- ✓ School Uniform Shop

## **Our Staff**

### **Mrs M Haddock – Social Inclusion Manager / Designated Deputy Safeguarding Lead**

To liaise with the Deputy Headteacher / Designated Safeguarding Lead and all relevant school staff, EWO's, external agencies, parents and students on attendance matters.

To support the Deputy and Progress Managers in promoting the importance of good attendance with all parties.

To liaise and act accordingly with regards to referrals to Education Welfare any concerns about attendance issues related to individual students.

To inform the Deputy and / or Leadership Team about attendance on a regular basis. To prepare reports and statistics in consultation with the Deputy Headteacher, Senior Leadership Team, Governors, DCfS and the LA.

To manage the day to day operation of the Student Services Department.

To attend regular Safeguarding training via the Local Authority as required.

To ensure all Safeguarding practice is adhered to within the Student Services Department.

To provide appropriate data regarding Safeguarding matters to Headship Team, Governors, Progress Managers and Assistant Progress Managers.

To provide information and support to students as required.

To support the Primary Transfer Team and engage with Primary 'Feeder' schools.

### **Mrs J Hazell – Attendance Officer**

To manage the electronic reporting systems and ensure that all data is reliable.

To prepare reports and statistics for staff, students and parents as required.

To liaise and act accordingly where there are serious concerns about attendance issues related to individual students.

To monitor punctuality on a daily basis.

To support the Deputy Headteacher, Social Inclusion Manager and Progress Managers in promoting the importance of good attendance with all parties.

To provide information and support to students as required.

To monitor and support the attendance of students involved in off-site learning.

**Miss A Daly – Student Services Administration Officer**

To support Social Inclusion Manager, Progress Managers and Assistant Progress Managers in all administration matters relating to Students.

To input and amend student timetables as required.

To forward Call Parents Text Messages as required.

To maintain student files.

To support in matters relating to the School Uniform Shop.

To provide information and support to students as required.

Responsible for maintaining Duty Rota Log.

Responsible for maintaining Anti-Bullying Log.

**Mrs C McDonough – Student Services Receptionist**

To provide all aspects of reception care to students.

To filter and direct all in-coming calls to Student Services.

To support in the sale and invoicing of school uniform.

To prepare written reports in relation to punctuality to Assistant Progress Managers.

To deliver a timetabled First Aid response to students and staff as required.

To support the Student Services Team with administration tasks as required.

**In addition Students Services provides access to the following support;**

**Learning Mentors**

**Mrs E Bellman – Anti-Bullying Co-ordinator, Looked After Child Co-ordinator and Safeguarding Officer**

To provide guidance, support and a listening ear to students as required.

To provide 'Anti-Bullying' support and maintain the college 'Anti-Bullying' Log.

To attend regular Safeguarding training via the Local Authority as required.

To attend Safeguarding (Child Protection) meetings and maintain accurate records.

To act as college representative for 'Children Looked After' (CLA).

To act as Teenage Pregnancy Advocate.

To support the Primary Transfer Team and engage with Primary 'Feeder' schools.

To support the college with regards to off-site educational visits and activities as required.

**Mr N Davidson – EHAT Co-ordinator, Looked After Children Co-ordinator, Safeguarding Officer and Mental Health First Aider**

To provide guidance, support and a listening ear to students as required.

To develop and further implement the Early Help Assessment Tool (EHAT).

To conduct Home Visits as a Learning Mentor for students with on-going Health issues.

To attend regular Safeguarding training via the Local Authority as required.

To attend Safeguarding (Child Protection) meetings and maintain accurate records.

To further develop the colleges 'Anti-Drugs' Policy and actively promote and 'Anti-Drugs' remit within the college.

**School Health Practitioner (School Nurse)**

Co-ordinates all whole school vaccinations.

Supports college 'Enrichment Days'.

Provides educational support within Health and Social Care programmes.

Attends Child Protection conferences in relation to Health issues.

**Police School Liaison Officer – PC Carline Dick**

PC Caroline is an active Police Officer and is attached to our college offering support to Students and Families on matters affecting them in school (if needed) and within the wider community.

PC Caroline supports our 'Enrichment Days' and regularly delivers assemblies to all year groups on a range of relevant issues to encourage 'Keeping Safe' strategies. In addition PC Caroline supports the college 'Leadership Team' on matters relating to the behaviour of individual students or groups of students who may become 'Cause for Concern'.

**Education Welfare Officer – (EWO)**

We have a Local Authority Education Welfare Officer attached to our college.

The Education Welfare Officer works alongside Mrs Haddock to carefully monitor ALL college absence and provide support for parents and carers.

Our Education Welfare Officer works with the Local Authority and Police to follow legal guidelines to ensure students attend college regularly.