



Student Wellbeing and Mental Health Policy

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1. Introduction

At William College, student and staff wellbeing is central to creating an environment in which all members of our community can thrive. We recognise that education can present challenges that impact mental health, and the College is committed to providing proactive, inclusive, and accessible support. The policy outlines the range of resources offered both on campus and in the wider community to promote a supportive, secure, and respectful environment at William College. Its purpose is to ensure that every student can flourish, maintain wellbeing, and pursue their personal and academic growth to the fullest.

This policy aligns with sector best practices and complies with UK legislation, including:

- Equality Act 2010 (anticipating and removing barriers for disabled students)
- Care Act 2014 (adult safeguarding and proportionate information sharing)
- GDPR 2018 (confidentiality and data protection)
- The Data (Use and Access) Act (2025)
- Office for Students (OfS) expectations regarding student mental health and wellbeing.

2. Purpose

The objectives of this policy are to:

- Promote a positive culture of wellbeing, resilience, and inclusivity.
- Provide clear support pathways for students experiencing mental health difficulties.
- Establish responsibilities across the institution for maintaining and protecting wellbeing.
- Embed wellbeing into teaching, learning, and workplace practices.
- Ensure compliance with legal, safeguarding, and regulatory obligations.

3. Scope

This policy applies to:

- All students enrolled at William College.
- Online and off-site activities organised by William College.

4. Definitions

Term	Definition
Wellbeing	A positive state experienced by individuals and communities, influenced by social, economic, and environmental conditions.
Mental Health	A state of wellbeing enabling individuals to cope with stress, realise abilities, work and learn effectively, and contribute to their communities.
Mental Illness	Diagnosable mental disorders affecting thinking, emotion, or behaviour that significantly impact daily functioning.

Physical Disability	A substantial, long-term limitation affecting mobility, physical functioning, stamina, or agility.
Mental Disability	A condition significantly affecting cognitive, emotional, or social functioning over an extended period.
Reasonable Adjustments Plan	Structured changes to remove or reduce disadvantages experienced by students with disabilities, long-term health conditions, specific learning difficulties, or mental health illness. Can also include short-term educational support tailored to temporary impairments or disadvantages.
Safeguarding	Protecting individuals from harm, abuse, exploitation, or neglect.
Referral	Directing an individual to internal or external support services.
Crisis	A situation in which an individual is at immediate risk of harm to themselves or others.

5. Policy Statement

William College is committed to nurturing a supportive environment prioritising the mental health and wellbeing of all students.

Core Principles

1. **Accessibility:** Equitable access to mental health and wellbeing services for all, regardless of background or circumstance.
2. **Confidentiality:** All interactions are handled with strict confidentiality and respect for privacy.
3. **Inclusivity:** Services are inclusive, accessible, and culturally sensitive.
4. **Early Intervention:** Mental health concerns are identified and addressed promptly to prevent escalation.
5. **Collaboration:** Academic, support, and external partners work together to create a cohesive support network.

Commitment to Continuous Improvement

Wellbeing services will be regularly reviewed, with feedback from students and staff informing enhancements.

Outcomes will be benchmarked against sector standards (OfS, DfE, Universities UK).

6. Responsibilities

Department / Individual	Responsibilities
Senior Leadership and Management Team (SLMT)	• Provide strategic leadership and allocate resources effectively to ensure wellbeing initiatives are properly supported and aligned with institutional priorities. • Oversee and maintain full compliance with all relevant statutory, regulatory, and policy requirements related to student wellbeing. • Regularly evaluate wellbeing outcomes, identify emerging risks, and use this insight to inform continuous improvement across support services and practices.
Wellbeing	• Ensure students receive appropriate support at every stage of their academic journey. • Provide wellbeing sessions for students experiencing low-level mental-health challenges. • Implement accessibility measures for students who face barriers engaging with course content, creating an inclusive learning environment. • Engage with students who disclose difficulties or are referred by staff, prioritising their mental and physical wellbeing.
All Staff	• Ensure students receive appropriate support at every stage of their academic journey. • Identify early signs of student distress and respond appropriately. • Direct students to relevant support services when needed. • Exercise a duty of care in all interactions with students. • Treat every student with dignity, respect, and fairness. • Uphold confidentiality, sharing information only when appropriate and necessary. • Contribute to a supportive, inclusive, and non-stigmatising community.
Student Representatives	• Champion and amplify the student voice within wellbeing discussions and decision-making. • Encourage and support peer-to-peer wellbeing initiatives. • Promote and facilitate student-led activities that strengthen wellbeing and community connection.
Students	• Engage proactively with available wellbeing and support services. • Play an active role in promoting a supportive, inclusive, and non-stigmatising community.

7. Support Available to Students

William College provides the following support to students experiencing mental and physical difficulties:

- Confidential one-to-one wellbeing appointments are available both on campus and online. Students experiencing challenges with their mental or physical health can book a dedicated 30-minute session for support.
- Wellbeing check-ins are offered to help students develop strategies for managing everyday mental health difficulties.
- Reasonable Adjustments can be arranged to enhance accessibility to programmes. More information can be found in the Learning Support and Reasonable Adjustments Policy.
- Group Wellbeing Workshops are delivered to promote a positive campus culture and build awareness of how to navigate common mental health and wellbeing challenges.
- Students are signposted to appropriate external services when additional or specialist support is required and are informed about alternative support options available at William College, including help accessing these teams.
- If external circumstances lead a student to consider interrupting, deferring, or withdrawing from their programme, the Wellbeing team provides guidance on the process and directs them to any relevant information or resources.
- Students have 24/7 access to [Togetherall](#) for crisis support and wellbeing resources.

8. Disability Disclosures, Support Process and Reasonable Adjustments

8.1 Disability Disclosures and Support Process

William College is committed to creating an accessible learning environment where all students can participate fully in their studies. Encouraging early disclosure of disabilities enables the College to identify appropriate support and ensure that learning, teaching, and assessment needs are met effectively.

- **Opportunity to Disclose During Admissions**

Applicants are invited to share information about any disability or long-term health condition during the admissions and interview process. No information will be shared with staff unless the applicant provides explicit written consent.

- **Initial Contact and Support Options**

Once the College receives disability related information (and consent to share it), the student will be contacted with details of the support available and guidance on the next steps.

- **Disclosure at Any Stage of Study**

Students who choose not to disclose a disability during application, or who develop a disability or health condition after enrolment, may do so at any point during their programme. Early disclosure is strongly encouraged so the Wellbeing team can arrange timely and appropriate adjustments.

- **Arranging Support and Reasonable Adjustments**

Students who disclose a disability will be invited to meet with a member of the Wellbeing team to discuss their needs in more detail.

During this meeting, students may be asked to provide relevant evidence to ensure the College meets legal, regulatory, and audit requirements. All information is handled confidentially and stored securely.

- **Ongoing Communication and Coordination**

With the student's consent, the College will share essential information with relevant staff to implement agreed adjustments and ensure the student receives consistent support throughout their studies.

8.2 Reasonable Adjustments

Students who feel they would benefit from additional support to participate fully in their studies may request to be considered for reasonable adjustments to help create a fair and accessible learning environment.

Further details can be found in the Reasonable Adjustments Policy.

9. Supporting Students of Concern

Students may encounter personal, academic, or wellbeing related challenges during their time at William College. The Wellbeing Team is responsible for assessing the needs of any student who is referred to the service, whether they seek support themselves or are identified by a member of staff, and ensure that appropriate assistance is arranged.

Staff may occasionally observe behaviours or changes that suggest a student is struggling. This might include low or irregular attendance, disruptive or unusual behaviour, noticeable changes in appearance, signs of stress, or a shift in mood or attitude. When such concerns arise, staff are encouraged to check in with the student sensitively and, where appropriate, guide them towards the support available through the Wellbeing Team.

While students are encouraged to make their own contact with the Wellbeing Team, staff may submit a Wellbeing Concern Referral if they believe a student would benefit from additional support. Staff may also seek general advice from the Wellbeing Team without disclosing the student's identity, ensuring confidentiality is maintained.

Concerns may relate to a wide range of issues, including a decline in physical or mental health, significant changes in behaviour, or patterns of communication that appear inconsistent or distressing.

When a referral is received, the Wellbeing Team will review the information and determine the most appropriate response. This may involve liaising with other departments or, where necessary, consulting external professionals or agencies.

In more serious situations, such as when a student's continued engagement with their studies poses a risk to their wellbeing, when they may present a risk to others, or when their needs exceed the support the College can reasonably provide, the Wellbeing Team will recommend next steps to the Student Experience Manager, Academic Dean or equivalent senior staff member. Actions may include arranging additional specialist support, contacting external services, notifying a student's emergency contact, or temporarily restricting a student's access to campus while further review takes place.

Where a student is unable to meet the expectations of their programme due to health or wellbeing concerns, the College may initiate a formal review of their ability to continue studying. Students may also choose to pause their studies if this is in their best interest. Throughout this process, the

Wellbeing Team ensures that all decisions and actions are communicated clearly and appropriately to those involved.

10. Compliance and Monitoring

Compliance and monitoring activities at William College are overseen by the Senior Leadership and Management Team, who ensure that all wellbeing related processes meet legal and regulatory requirements. The College produces an annual wellbeing report for the Governing Board, which includes key performance indicators such as referral volumes, patterns of service use, student feedback and satisfaction, and completion rates for staff training. Regular benchmarking against sector standards supports ongoing development and helps the College maintain high-quality, evidence-informed wellbeing provision.

All data relating to student wellbeing is handled with strict confidentiality and in full accordance with GDPR requirements. Information is only shared with informed consent, except in situations where emergency disclosure is necessary under safeguarding legislation.

Record-keeping, data retention periods, and the use of anonymised information are governed by William College's Data Protection Policy, ensuring that all personal information is managed responsibly and securely.

11. Training and Communication

William College ensures that all staff are equipped to support student wellbeing by requiring mandatory training in key areas such as mental health awareness, safeguarding, equality, diversity and inclusion, and the appropriate referral pathways. This foundation helps staff recognise concerns early and respond confidently and consistently.

Wellbeing information is also embedded into induction for both new students and new staff, ensuring that everyone joining the College understands the support services available and how to access them. Throughout the year, the College aims to promote a culture of openness and awareness through local and national wellbeing campaigns.

Clear and accessible communication underpins this approach. Information about wellbeing services, policies, and support options is regularly shared through the College website, student handbooks, and the online learning platform Moodle, helping to ensure that the entire College community remains informed and engaged.

12. Policy Review

This policy will be reviewed and approved every twelve months, or earlier if there are changes in partners' policies or the regulatory framework by the Equality, Diversity and Inclusion committee.

13. Related Policies

- Safeguarding and Prevent Policy.
- Learning Support and Reasonable Adjustments Policy.
- Data Protection Policy.