



STUDENT WELFARE AND SERVICES POLICY

Introduction

Students are the central focus of all the initiatives at London School of Commerce & IT (LSCI). We ensure that students' welfare, well-being and holistic development are given utmost priority at all times. The Academic and Administrative departments of the College are responsible to provide you any kind of assistance that you may need during the course of your study.

Contact person for welfare and personal issues:

You need to contact the Welfare Officer for all matters related to your welfare and personal issues. They would appropriately direct you to the concerned member of the staff and ensure that such issues are resolved to your complete satisfaction. In the absence issues requiring special attention, the Principal can be contacted at any time during the College hours.

Contact person for academic issues:

You need to contact your Personal Tutor for any issues related to the academic and learning.

Student representatives

Students are thoroughly encouraged to participate in the decision-making process at LSCI. The College is committed to provide ample platforms for capturing and acting upon the student voice through all possible measures. In this direction, students of various courses and intakes will be asked to nominate their representatives for each cohort. The representatives will function as an effective link between the students and the College management, to ensure that all areas of importance and students' concerns are adequately addressed and the right kind of support systems are developed.

Participation of student representatives in Committee meetings

The College management operates through the following committee structure.

- Course Committee meetings
- Academic Quality Enhancement Committee

These meetings are held on bi monthly basis. The student representatives are invited to participate in these committee meetings. They can discuss any concern they might have in relation to their studies at LSCI. Their views, concerns and suggestions are heard and taken into consideration and appropriate actions are taken by these committees.

Computers, Internet and IT Services

LSCI has three computer labs equipped with sufficient computers that enable access to the internet as well as the electronic learning resources. All computers are operated by Windows operating system and have wide range of software, including Microsoft Office. Students can use these computers at their convenience at any time during Monday to Friday between 9.00am - 5.00pm. The College provides Wi-Fi facility for students to use their laptops and other gadgets to access internet. The access to internet by students is protected by appropriate firewall systems.

Photocopying

Photocopy of teaching materials can be done from the LSCI registry, subject to the limits imposed by copyright regulations. LSCI has a copyright license to enable students and staff to copy extracts from publications normally up to 5% of the work. There are black and white/colour copiers and scanners for you to use.

Photocopying / printing is chargeable at a nominal price. This cost can be paid either through a facilities card to be purchased from the Administration or to pay in cash to the reception / administration.

Library

LSCI has a library with a collection of books on areas related to different courses being offered. These books are usually provided to students as reference material, to be used within the College premises.

In case students wish to loan any of these books and take them home for study, a refundable security deposit of £30 per book is charged. In no case more than two books will be issued to students at a point of time. Books can be retained for a maximum of 10 days and penal charges are levied if a student fails to return the books within the deadlines.

Students, tutors and all such relevant personnel can have access to the LSCI library. Failure to return the materials on the same condition will be liable to pay the cost of the materials and a fixed penalty of 25p per day for each material. However one borrower can borrow up to five different materials at a time.

Electronic learning resources

Every student is provided with a user ID and password to have access to the electronic learning resources. These include access to e books, magazines, journals, presentations and handouts placed by various tutors for their respective subjects.

In addition to learning resources, the electronic learning platform will enable students to monitor and make changes to their personal information, monitor their progression, access the electronic notice boards, circulars etc. students are strongly recommended to access these portals, at least once in every week and ensure that they keep up to date with the latest developments in the College and strictly follow various instructions passed to them through this medium.

Student Identity Card

Students are required to carry their Student Identity Card at all time whilst on the campus. Classroom checks may be carried out from time to time for security reasons and due to disciplinary concerns.

Letters for Official Purpose

Students requiring any letter from LSCI for enrolment to Higher Educational Institutions are available from the Admin. Student need to submit the Letter of Request Form available in the Admin. Letters normally take seven working days to be issued.

Personal E-mail Accounts

Students may use their own e-mail services for personal communications, but you are expected to access your e-mail account through only that you have had provided to LSCI for correspondence. Check this mailbox regularly for new messages and announcements forwarded from the College.

Change of Address, Phone Number and E-mail Address

Any change of address, phone number and e-mail address must be notified to the Admin immediately. It is essential that the students keep the College informed of their current address, without which LSCI cannot provide guarantee of service in regard to urgent notifications.

Notices and Information

All LSCI students must ensure that they read the notices on the College Notice Boards and update themselves regularly on LSCI affairs affecting them. A wide variety of leaflets and information is also available from the College Welfare Office so as to guide and help students. Important information, handbooks, course books and course specific information, examinations schedules and changes initiated by the awarding bodies - is also disseminated through the electronic learning environment and student representatives, from time to time.

First Aid

LSCI has the statutorily required facilities for providing First Aid to the students and members of Staff. The first aid boxes are placed at the reception and close to the notice board and library in the first and second floors of the building. With its trained and dedicated first aid personnel LSCI provides first aid whenever such support is needed.

First Aid is to mitigate with emergency medical conditions and they are referred to appropriate medical specialists immediately. You are advised to contact the GPs for your day to day medical needs.

Student Welfare

LSCI has a section for rendering student welfare services where the students get advice on a range of non-academic welfare issues. The College office also holds any lost property that is handed in and keeps a series of guidance notes, paper clippings and such other information that may help students on matters such as:

Job Centres & Part-Time Jobs

Student Discounts/Transport for London (TfL) Travel Cards

Students may contact either the Administrative staff or their Mentor for any help or support on any issues related to their general welfare. They will contact the Course Leader/Dean on matters related to their academics. For any reason, the student's issues are not resolved to their

satisfaction, they can immediately meet the |Principal or the Managing Director and make formal complaints as per the complaints procedures stated in this hand book.

LSCI Cafeteria

LSCI Cafeteria offers facilities for lunch/tea/coffee. However, eating and drinking is strictly prohibited in the Library, IT and classrooms.

Safeguarding and Welfare

Safeguarding is protecting an individual to live free from abuse, harm and neglect.

The overall aim of this is to safeguard all learners, College staff, volunteers and visitors in carrying out their respective duties in teaching, supervising and supporting learners and carrying administrative responsibilities in the workplace.

The College management is committed to ensure safeguarding and promoting the welfare of all learners by Prevention, Protection and Support. As part of wider safeguarding responsibilities, College will

- Collaborate and cooperate with external agencies to establish, maintain and coordinate procedures and arrangements for ensuring the safety of the College's learners, keeping the welfare of the learner at the centre of any action taken
- Require all staff to provide and assure a safe environment for learners at all times;
- Establish and maintain procedures and practices which minimise risks to all learners;
- Receive disclosures by students and staff of their exposure to the extremist actions, views or materials of others outside of the College
- Take necessary actions on students and staff accessing extremist material online, including through social networking sites;
- Take necessary actions on intolerance of difference, whether secular or religious or, in line with our equalities policy, views based on, but not exclusive to, gender, disability, homophobia, race, colour or culture;
- Provide training to maintain the awareness of all staff so that they recognise and react responsibly to apparent and potential instances of abuse or neglect of learners
- Take necessary actions on Racist, sexist, physical, emotional, financial abuse and incidents concerning discrimination against learners

The College recognises that high self-esteem, peer support, a safe and secure college environment and clear lines of communication with trusted adults. These are regarded as central to the wellbeing of the individual and are therefore seen to be an intrinsic part of all aspects of the curriculum and ethos of the College.

Staff Member with Lead Responsibility (Welfare lead)

Lead Responsibility includes raising awareness with all staff relating to the safeguarding and welfare issues, and the provision of a safe environment for all those learning within the College. The Principal of the College is the staff member with Lead Responsibility to deal with any safeguarding and welfare matters.

All staff working with the students receives appropriate training to familiarise themselves with safeguarding issues and their responsibilities. The Principal ensures that students and staff are reminded of their responsibilities in relation to safeguarding and welfare at the bi-monthly Academic Quality Enhancement Committee (AQEC) meetings. If any incident is reported to a member of staff, this will be referred to the College Welfare Lead. The Welfare Lead will deal with the matter according to the Safeguarding and Welfare Flowchart (Appendix 1) and will inform the relevant external agencies and if it is Prevent related will contact the HE prevent coordinator. Welfare Lead will also undertake risk assessment and may liaise with other external agencies, if required. For example, if it is Prevent related the Welfare lead should liaise with the HE Prevent Coordinator. No further action required from initial Referrer. Any such cases will be recorded in the AQEC meeting minutes.

Channel

Channel is a programme which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. The programme uses a multi-agency approach to protect vulnerable people by:

- a. identifying individuals at risk;
- b. assessing the nature and extent of that risk; and
- c. developing the most appropriate support plan for the individuals' concerned.

Training provision at the College for Student and Staff

To raise awareness, the College conducts the Channel Awareness training for all students and staff, developed by College of Policing ([Channel awareness guidance](#)). Additionally, staff are required to undertake an assessed prevent training from Education and Training Foundation (etf) (<https://www.foundationonline.org.uk/>). Both staff and students are provided certificates for the trainings undertaken.

LSCI/Policies/2026

Student Welfare and Services policy

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Appendix 1

Safeguarding and Welfare Flowchart

