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GBS Student Wellbeing Policy

Global Banking School

Document title	GBS Student Wellbeing Policy
Policy owner (staff member accountable)	Head of Student Wellbeing & Safeguarding
Approved by (approving body)	Academic Board
Reviewed by (relevant sub-committee)	LTC
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Amendment History				
Version	Date of approval	Effective date	Amendments made	Author
V5.1	22/06/2026	1/07/26	Minor editorial changes	ASQO

Related GBS policies

- GBS Anti-Harassment and Anti-Bullying Policy - Students
- GBS Student Charter
- GBS Student Wellbeing Policy
- GBS Disability Policy and Procedure
- GBS Equality and Diversity Policy
- GBS Safeguarding Policy
- GBS Reasonable Adjustments

External Reference Points

1. Equality Act 2010, <https://www.legislation.gov.uk/ukpga/2010/15/contents> The policy has been informed by the Equality Act 2010 consolidated, simplified, strengthened and replaced previous legislation, consolidating equality legislation with respect to nine protected characteristics.
2. [UK Quality Code for Higher Education \(2024\)](#)
3. Data Protection Act 2018 controls how your personal information is used by organisations, businesses, or the government please see [Information Commissioners website](#).

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1. Policy Statement

- 1.1. This policy recognises the fundamental importance of wellbeing, in ensuring that students can thrive academically. The policy provides a clear, transparent and practical framework for identifying, responding to and supporting student wellbeing concerns. Through this policy, GBS aims to foster a safe, inclusive and supportive environment that promotes positive wellbeing and enables timely access to support when required.

2. Purpose

- 2.1. The purpose of this policy is to outline GBS's commitment to supporting the wellbeing of students, to set out the actions GBS will take to ensure difficulties are identified and addressed at an early stage. GBS aims to:

- Promote positive wellbeing through accessible guidance and awareness
- Provide clear information on the range of support options available
- Offer regular workshops and lectures on wellbeing related topics
- Encourage and enable individuals experiencing difficulties to self-refer and seek appropriate support
- Provide clear guidelines to student's responsibilities in relation to wellbeing
- Explain relevant legal context and outline GBS's responsibilities

3. Scope

- 3.1. The scope of this policy is to outline who the policy applies to, and the circumstances to which it should be used across GBS community. This policy applies to:

- All GBS staff, including full-time, part-time, fixed-term, and anyone working for or behalf of GBS
- All GBS students
- Contractors and Consultants working for or behalf of GBS
- All individuals or groups of people who have access to GBS

4. Definitions

- 4.1. **Mental Health:** Refers to an individual's emotional, psychological, and social wellbeing, which affects how they think, feel, and act. Mental health can fluctuate

over time and may be impacted by stress, life events, or underlying health conditions.

- 4.2. **Mental Health Difficulty:** A broad term describing conditions that may affect an individual's ability to cope with daily life, including anxiety, depression, stress-related conditions, and other diagnosed or undiagnosed mental health disorders
- 4.3. **Wellbeing:** This is a holistic state encompassing physical, emotional and social health, which enables individuals to feel and function well.
- 4.4. **Reasonable Adjustments:** Changes or adjustments made to remove or reduce barriers for individuals with disabilities, learning difficulties, or long-term health conditions, in accordance with the Equality Act 2010.
- 4.5. **Wellbeing Services:** GBS services responsible for providing wellbeing, safeguarding and mental health support to students.
- 4.6. **Safeguarding:** Actions and measures taken to protect individuals from harm, or reduce risk of harm, including abuse, neglect and exploitation.
- 4.7. **Fitness to Study:** A determination of whether a student is able to engage meaningfully, safely, and effectively in their academic studies, without negatively affecting themselves or others.

5. Principles

- 5.1. **Early Intervention:** GBS is committed to identifying concerns regarding health or wellbeing at the earliest opportunity to prevent escalation and ensure timely support for the student.
- 5.2. **Student-Centered Approach:** Support will be tailored to individual needs, recognising that each student's experience of health difficulties is unique.
- 5.3. **Safety and Wellbeing:** The safety, wellbeing, and dignity of all students are central to every decision and action taken under this policy.
- 5.4. **Respect and Confidentiality:** All matters will be handled sensitively and confidentially, with information shared only on a need-to-know basis and in line with data protection legislation.
- 5.5. **Non-Discrimination:** Students will not be disadvantaged, treated unfairly, or discriminated against due to mental health difficulty, health challenge or disclosure.
- 5.6. **Empowerment and Independence:** Students will be encouraged and supported to take an active role in managing their wellbeing and engaging in the support services offered.

5.7. **Proportionality:** Actions taken under this policy will be proportionate to the level of concern, balancing support for the student with the wellbeing of the wider GBS community.

6. Roles and Responsibilities

6.1. **GBS:**

- Promote a culture of wellbeing across the organisation
- Ensure policies and procedures are implemented and regularly reviewed
- Allocate resources for training and support services
- Ensure compliance with legal and regulatory requirements that relate to student wellbeing.

6.2. **Student Wellbeing Team:**

- Identify students displaying difficulties early to prevent escalation or disengagement
- Implement student wellbeing events and initiatives
- Provide direct support and guidance to students, ensuring referrals into the wellbeing service are responded to in a timely manner. Referrals can be sent to wellbeing@globalbanking.ac.uk or by scanning the QR code
- Implement learning adjustments where appropriate
- Liaise with external agencies for additional support when required
- Train staff in wellbeing awareness and student support strategies
- Coordinate support across relevant departments to ensure collaboration with clear communication to the student.
- Initiate 'Fit to Study' process when wellbeing or safeguarding concerns are raised.



6.3. **Academic staff:**

- Monitor students progress, identifying early signs of stress, anxiety or behavioural issues
- Refer students of concern to wellbeing@globalbanking.ac.uk
- Promote a positive learning environment and inclusive practices
- Support students in accessing wellbeing services
- Communicate concerns promptly, using the correct reporting process.

6.4. Students

- Take responsibility for their own wellbeing and seek help when required
- Engage in wellbeing events and initiatives
- Contribute to a positive and inclusive school community
- Communicate difficulties early so appropriate support can be implemented, by emailing wellbeing@globalbanking.ac.uk or scanning the QR code
- Inform wellbeing team of any barriers to learning, such as disabilities or long-term health challenges
- Report any concerns using the appropriate procedures.

**6.5. Admissions:**

- Identify support needs early in the process, enabling a positive transition to enrolment
- Ensure admissions process is fair and inclusive
- Provide information about wellbeing services available to new intakes
- Identify applicants who may require support based on disclosed information.
- Ensure sensitivity and confidentiality for any wellbeing related information provided during application
- Refer applicants who present complex needs to student wellbeing team.

6.6. Reasonable Adjustments:

- The Equality Act 2010 places a duty of care upon Higher Education Institutions to make reasonable adjustments for disabled students or those with significant barriers to learning.
- Wellbeing team will ensure reasonable adjustments are implemented when a student has disclosed an additional need.

6.7. Support available to Students:

- The Student Wellbeing Team at GBS provides confidential, specialist advice and guidance relating to a wide range of mental health difficulties, disabilities, and conditions, including depression, anxiety, personality disorders, and PTSD. In cases involving complex mental health needs, students will be signposted to appropriate external specialist services for additional support,

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- Wellbeing Officers are based at each campus, and students can access support by emailing wellbeing@globalbanking.ac.uk or by visiting the Wellbeing Office during campus hours. The Student Wellbeing Team is available to listen to student concerns, offer tailored support, and address issues that may impact academic progress, personal wellbeing, or overall achievement.
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- In addition, students can access the Listening Service, which offers a safe, confidential space to talk through concerns with a trained listener when they feel overwhelmed, distressed, or in need of emotional support. Students can email listeningservice@globalbanking.ac.uk for further information.

7. Policy Amendment and Administration

- 7.1. This policy may be amended by GBS at any time. If there are any queries relating to policy administration, please contact the Academic Standards and Quality Office at asqo@globalbanking.ac.uk.

8. Data Protection and Confidentiality

- 8.1. GBS is registered with the Information Commissioner's Office as a Data Controller. Details of the School's registration are published on the [Information Commissioner's website](#). GBS as a Data Controller implements appropriate technical and organisational measures to ensure that processing of personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).

9. Alternative Format

- 9.1. This policy can be provided in alternative formats (including large print, audio and electronic) upon request. For further information, or to make a request, please contact the Academic Standards and Quality Office at asqo@globalbanking.ac.uk.