



Student Welfare Policy

LLA is committed to providing the necessary advice and pastoral care to its students. All student welfare queries can be dealt with by any staff member. Students are advised to speak first to their teacher if the problem is to do with their studies, or to the DoS, Daniela Prativiera if the problem is more serious. The Administrator, Zahra Ali, is responsible for dealing with student welfare enquires. These are then reported and passed onto the DoS, Daniela Prativiera, if they relate to situations around academics, and the Administrator and Welfare Officer, Zahra Ali, if they are related to pastoral care.

Student welfare is tracked throughout their course using the Welfare Questionnaires, given by Zahra Ali. There is a beginning and middle questionnaire. End of course feedback is gathered through the End of Course Feedback.

Staff also provide pastoral care and are encouraged to raise any concerns. Staff, associates or parents/family members who have any concerns about the welfare procedures related to a specific student should contact the school management.

Students who would prefer to speak to a male welfare officer or need someone who can speak Arabic can make an appointment with Ahmed Elturabi via the sign up sheet.

For more complicated issues involving student welfare, please contact the school's Student Welfare Officers, **Zahra Ali and Ahmed Elturabi (Wednesdays only)**.

Outside LLA

LLA is committed to providing support to students both in and out of school. LLA promotes local events through its 'What's happening in Leeds?' wall to encourage students to get involved in events and activities.

Student cards have on the reverse the school's 24-hour emergency contact numbers to ensure that students are safe outside the school.

All students are issued with complete and comprehensive Useful Information guides that contain information about Leeds and life in the UK to avoid problems with cultural misunderstandings.