

Procedure 3.1

Student Welfare and Pastoral Care

1. Introduction

Student welfare services are available to all students who may be experiencing problems such as difficulties with their courses, problems settling in, financial difficulties, health issues, family problems and any forms of abuse. LFA is committed to providing comprehensive and confidential services to our students.

LFA administration is aware of the importance of providing a high-quality educational experience for all its students and of providing appropriate advice to guide students for the future. We offer a range of useful services for current and prospective students and can assist with a wide variety of issues relating to students' individual needs and requirements. These include:

- giving impartial course guidance
- providing financial advice and information about accommodation
- keeping students informed about travel assistance and other dispensations available
- liaising with external agencies on behalf of students
- providing careers advice and guidance
- providing counselling support and guidance
- providing Visa advice and application support.

2. Student welfare principles

The student welfare arrangements operated by LFA have the aim of being:

- professional and informative
- responsive to enquiries by telephone, email, letter within two working days (in case of emergency requests an immediate response)
- delivered in accordance with equal opportunities and other relevant legislation
- customised to suit our students
- supportive to students in finding, understanding and using information
- inclusive in providing advice and guidance that is confidential, impartial, objective, relevant and up to date and in line with National Information, Advice and Guidance (IAG) Board principles
- supportive, friendly, respectful and non-discriminatory.

2.1 Confidentiality

In order to provide the best possible service we keep a record of student details, learning record and contacts with us. This is kept strictly in line with [LFA Student Privacy Policy](#) and can only be accessed by authorised staff or representatives who need to see this information as part of their work. We will not pass on any information without agreement.

2.2 Equal Opportunities

LFA welcomes applications from all students regardless of age, ethnic origin, disability, gender, marital status or civil partnership, sexual orientation, spent convictions, background or religion.

2.3 Health and Safety

All services will be delivered in line with LFA policy and procedures on Health and Safety.



2.4 Feedback, comments and complaints

To help us continually improve our service and address a wide range of student needs we value student suggestions, comments, compliments or complaints. These can be anonymous if preferred. If students wish to comment, praise, or make a complaint, appropriate forms will be provided. All complaints are dealt with in strict confidence. See [LFA Procedure 6.6 Complaints](#).

3. Expectations of students

LFA expects students to respect our staff, environment, resources and equipment; to provide as much relevant information as possible to ensure we can provide an effective and appropriate service; to contact us promptly with any queries or concerns; to attend any appointments promptly and to let us know if there are any problems with our service so we can work to improve it.

3.1 On-line Etiquette

LFA's online courses bring together students from all over the world, to learn from our expert tutors and from each other. To improve the experience of students, staff and tutors, all participants must adhere to the specific online etiquette requirements set out in [LFA Procedure 5.6 - Online learning etiquette](#). This document is accessible on the LFA website and shared with students at the start of their courses.

3.2 Personal relationships

LFA encourages staff, tutors and students to act without impropriety, bias, abuse of authority or conflict of interest and not to lay themselves open to allegations of such conduct. LFA values and relies upon the professional integrity of relationships between members of staff, tutors and students. In order that LFA operates, and is perceived to operate, in a professional and proper manner, it is necessary to recognise, and take account of, personal relationships, which may overlap with professional relationships.

LFA believes that the professional relationship between a student and members of staff/tutor is vital to a student's educational development and affirms that the teaching relationship is based on trust. Although most students join LFA as mature adults, any staff/student professional relationship embodies an imbalance of power. It is important that staff do not abuse this position, either intentionally or unintentionally. In this context a professional relationship is defined as one where there is an assessing, supervising, tutoring, teaching or pastoral role, or a role providing administrative or technical support.

Students are entitled to equality of treatment and it is important that a personal relationship between a member of staff and a student does not prejudice that equality of treatment. In this context, a personal relationship is defined as a family relationship, a business/commercial/financial relationship or a sexual/romantic relationship. LFA requires that its staff and tutors should not enter into a sexual/romantic relationship with a student for whom they have a responsibility for assessing, supervising, tutoring, teaching, for pastoral care, or for whom they are required to provide administrative or technical support. Staff should not enter into a business, commercial or financial relationship with a student, which could compromise, or could be perceived to compromise, the objectivity and professional standing of the tutorial relationship. LFA recognises, however, that such relationships may pre-exist when a member of staff is appointed or when a student registers.

3.3 Declaration of personal relationships

Where a member of staff or tutor has a professional role in relation to a student with whom he or she has a personal, business, commercial or financial relationship, he or she must inform LFA Human Resources. Where a personal relationship is not declared and results in an unfair advantage or disadvantage to either



of the parties to the relationship (be they a member of staff, tutor or a student), this will lead to disciplinary action.

4. Career guidance and professional development

LFA aims to support its students' professional development, both while they are studying and once they have graduated. Courses vary in length and intensity, and, naturally, the students who attend BA, MA and Diploma (long-term) courses receive more tailored, structured feedback whilst on the course.

4.1 In-course support and advice

For those students attending a specialised short course, LFA encourages students to take a proactive, student-led approach in seeking advice from Course Teams and, on occasion, tutors.

For those students attending long-term courses, classes on film/TV industry professional development, and, where appropriate, pitching, will be delivered. Any tailored advice will be student-led. For those students attending Diploma courses, several one-to-one sessions take place. These analyse a student's progress on the course and assist the student in preparing a career strategy. Additionally, intensive pitching sessions, both written and verbal, enable students to understand the level of professionalism that the industry requires, and tailored sessions with guest speakers increase awareness of the industry as a whole.

4.2 Graduate support and advice

LFA runs the Filmmaker's Club, which is a club for emerging filmmakers and is part of the aftercare service for graduates. It is financially subsidised by LFA and supports graduates as they strive to find work, expands their industry contacts and assists with their independent productions.

Finding work in the film and TV industry can be extremely difficult; students and graduates need practical, hands-on experience and professional contacts. Film work is rarely advertised, jobs are filled by word of mouth, and it pays to build up a network of contacts. The courses delivered by LFA give its students a solid foundation of practical skills, knowledge and experience.

The Filmmaker's Club encourages graduates to continue in their professional development while working and making films. Over the years, LFA has earned a good reputation with production companies, tutors, and working professionals, many of whom contact us directly knowing we can recommend professional crew and trainees.

5. Student wellbeing and safety

5.1 Accidents or illness on LFA premises

In the event of an accident or sudden illness on LFA premises, the LFA staff member trained in first aid must assess the severity of the injury or illness and/or telephone 999 for an ambulance.



First Aid kit locations

There are First Aids kits on each level of the building. These can be found

- outside the JW studio,
- ground floor opposite the notice boards,
- 1st floor stairwell and
- lower ground floor by the library.

These are attached on the walls with easy access during a first aid incident. The accident report book is at reception and every first aider will complete the log after every incident.

5.2 Accident or illness on location

Before shooting on location without supervision, the Producer of each film must ensure their 1st AD completes a risk assessment form for each location and submits it to the Senior Production Coordinator, Course Team and Technical Team. Individual producers must alert LFA to any potential hazards and provide a sensible solution for working in that location. The 1st AD or Producer must ensure that all cast and crew on a production read (and sign to confirm that they have read and understood) the Risk Assessment.

In the event of an accident or sudden illness on a student production the Producer should be notified immediately and will then assess the situation in consultation with an LFA tutor and the Course Team or the Operations Manager and take suitable action. If the student Producer is not available then notify the LFA Tutor and Course Team immediately. If an injury or sudden illness is deemed very serious, the Producer should call an ambulance immediately by telephoning 999 from any phone and then inform the Course Team.

5.3 Medical advice

The procedure is that NHS 111 should be called if a student urgently needs medical help or advice but it is not life-threatening. The matter will be assessed and the caller will be directed straightaway to the local service that can best help. Calls to NHS 111 are free from landlines and mobile phones.

Call 999 if someone is seriously ill or injured and their life is at risk. The nearest hospital with 24 hour A&E and a Walk-in Centre is:

Charing Cross Hospital Fulham Palace Rd, Hammersmith London W6 8RF
020 3311 1234

If a student is unwell and it is not an emergency, they should make an appointment with their doctor (GP). (The Student Handbook includes details about finding and registering with a GP)

If a student needs the assistance of a nurse (rather than a doctor), then there is an NHS Walk-in Centre (no need for an appointment) within a 15-minute walk of LFA at;

Parsons Green Walk-in Centre, 5-7 Parsons Green, London SW6 4UL
0208 102 4000
Opening hours: 8am to 8pm

To find other Walk-In centres, please see: <https://www.nhs.uk/service-search/>

To find the nearest dentist please see: <https://www.nhs.uk/service-search/find-a-dentist>

To find the nearest optician please see: www.nhs.uk/England/Opticians/Default.aspx



5.4 Counselling

LFA works with a professional counsellor and students on long-term courses can book appointments. In addition to this service there are a number of other support services and organisations listed in the Student Handbook.

5.5 Drug and alcohol misuse

LFA has a legal responsibility to provide a safe and healthy study and work environment for its students, staff, tutors and visitors. LFA condemns the misuse of alcohol and other substances, or the possession or supply of illicit drugs. The inability of students, tutors and staff of LFA, or visitors, to perform their work responsibly and safely because of the effects of alcohol, drugs or other substances will not be tolerated.

Under the *Misuse of Drugs Act* (1971) it is an offence for the occupier to knowingly permit or tolerate activities that involve the misuse of drugs, such as the smoking of cannabis. The LFA will take appropriate disciplinary action in such cases. In addition, the offences will be referred to the police.

While alcohol is not illegal and its consumption, subject to the *Licensing Act* (1964), is allowed on LFA premises, LFA discourages staff, tutors and students from consuming alcohol during the working day. Staff, tutors and students must not drink at all before using hazardous chemicals, machinery or equipment. There is strictly no drinking on set, on location and while filming or whilst wrapping up a film. Any student suspected of working under the influence of alcohol will be asked to leave set and will be subject to disciplinary procedures.

Staff and/or students organising social events outside working hours must ensure that the event is properly managed. Licence holders and event organisers are expected to supervise the premises and events responsibly.

LFA will balance the interests and concerns of the person experiencing the problem with those of other members of the LFA community. The individual circumstances surrounding each alcohol- or drug-related problem will be taken into consideration, recognising that a variety of responses will be necessary. In each case, LFA will seek to be supportive of the individual concerned, but there will be circumstances where, because of safety implications or the wellbeing of other staff, tutors or students, the conduct of the individual may warrant disciplinary action.

BA students should also familiarise themselves with the University of Derby's [Fitness to Participate in University Life Procedure](#)

5.6 Security

Matters of security, e.g. suspected intruders or theft, should be reported to LFA's Front of House in the first instance and as soon as possible. While LFA takes all reasonable precautions to protect property, it does not accept responsibility for loss of personal property whether on LFA premises or not. LFA premises may be subject to walk-in thieves and whilst precautions are taken to ensure thieves do not gain access to our premises, all students are strongly advised to keep handbags, purses and wallets with them at all times.

5.7 Prevent duty

The Prevent duty requires relevant higher education bodies to have due regard to the need to prevent people from being drawn into terrorism. See [LFA Procedure 3.2 - Safeguarding and Prevent](#).

