

Learner Wellbeing Procedure (ED-SOP-087)

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Department	Education Development Department
Owner/Responsible for Implementation	Student Support Officer
Approving Body	Academic Board
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Related Documents	ED-Pol-086 – Learner Wellbeing Policy ED-Pol-082 – Learner Supports Policy

1. Procedural Steps

- 1.1 Teaching faculty and Programme Coordinators within RCPI are trained to identify, support, and properly refer learners to the Student Support Officer in the instance that a learner requires support.
- 1.2 The Programme Coordinator is usually the first point of contact for learners requiring any supports.
- 1.3 Learners can contact the Student Support Officer through the Programme Coordinator or directly via email at studentsupportofficer@rcpi.ie for any learner support issues or queries that they may have. The Student Support Officer can provide assistance to learners on personal, pastoral, and academic issues.
- 1.4 The Student Support Officer assess all queries to identify if the learner needs to be referred to the Health and Wellbeing department.

2. Referral to Health and Wellbeing

- 2.1 The Student Support Officer will make an appropriate referral to RCPI Health and Wellbeing department if the learner has disclosed:
 - Risk or potential risk of harm to self or others
 - Psychological distress with no current supports
 - Learning difficulties
 - Disability
 - Acute distress
 - Unresolved relationship difficulties with teaching faculty or other learners (attempts to resolve issues have been made)
 - Learner exhibits unprofessional behaviour during classes, webinars, workshops
- 2.2 Once a learner is referred to the service, they will be triaged by the RCPI Health and Wellbeing psychologist and will be referred and managed appropriately. As each case presentation is different, varying outcomes are possible such as:
 - Liaising with Faculty and staff
 - Reasonable accommodation protocol invoked
 - Learning difficulties assessment arranged
 - Mediation
 - One to one coaching/mentoring
 - Referral to external psychology/psychiatry services

- 2.3 The Wellbeing department will continue to support the learner with regular follow up throughout their programme.
- 2.4 The RCPI Health & Wellbeing department will maintain appropriate records.
- 2.5 The Student Support Officer will follow up with the learner on regular intervals to ensure that they have received sufficient support.