

## Learner Wellbeing Policy (LID-Pol-086)

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<b>Department</b>	Training, Education & Lifelong Learning
<b>Owner/Responsible for Implementation</b>	Head of Function
<b>Approving Body</b>	Academic Board
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<b>Related Documents</b>	LID-Pol-082 – Learner Support Policy LID-Pol-084 – Reasonable Accommodation Policy

## 1. Purpose

RCPI is committed to creating supportive learning environments that prioritise learner wellbeing. The purpose of this policy is to outline the wellbeing support for learners who participate in Education Programmes provided by RCPI.

## 2. Scope

The scope of the policy applies to all learners participating in Education Programmes provided by RCPI or through collaborative provision.

## 3. Responsible for implementation

The Head of Function is responsible for implementation of this policy.

## 4. Guiding Principles

### 4.1 Access to learner support

- 4.1.1 RCPI provides access to support facilities to all learners regardless of their programme, ability, location, mode of study or life circumstances.
- 4.1.2 RCPI ensures Teaching Faculty are enabled to provide clear information and opportunities for learners to seek support and guidance.
- 4.1.3 Teaching faculty will be trained to identify, appropriately support and refer learners in need of assistance through appropriate channels. The programme coordinator work with faculty and the learner to assess learner needs and direct them to appropriate levels of support, following established pathways.
- 4.1.4 Learner representatives' feedback is used to advise the learner supports provided.

### 4.2 Health and Wellbeing

- 4.2.1 The Programme Coordinator provides assistance to learners across a broad range of academic and non-academic areas. The Programme Coordinator guide learners where to seek support on personal, pastoral, and academic issues.
- 4.2.2 The Programme Coordinator will be the main point of contact for learners enrolled on programmes to support their individual needs. The Programme Coordinator will determine which level of support a learner needs and utilise the appropriate referral pathway.

- 4.2.3 The Programme Coordinator will refer the learner to the RCPI Health and Wellbeing Department where appropriate.
- 4.2.4 RCPI have identified a referral pathway for our learners to the RCPI Health and Wellbeing Department for the following areas:
- 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

## 5. GDPR and Confidentiality

RCPI is committed to safeguarding the privacy and confidentiality of learners seeking wellbeing support and recognises that information shared by learners may constitute Special Category (Sensitive) data under the General Data Protection Regulation (GDPR) (EU) 2016/679 and the Data Protection Act 2018 (Ireland).

- 5.1 Personal Data related to learner wellbeing will only be collected where necessary to provide appropriate support and referrals and limited to what is relevant to identify or provide appropriate support services. Data collected will not be used for purposes beyond those required to provide wellbeing support without the learner's explicit consent, unless legally required.
- 5.2 Information shared by learners will be treated with confidentiality and will not be disclosed to third parties without consent, except where:
- There is an immediate risk of harm to the learner or others.
  - A legal or regulatory obligation requires disclosure (e.g., safeguarding concerns, court orders).

In cases which compel RCPI to share information without learner consent, this will only be done following specific written approval from the Head of Function.

## 6. References

ENQA (2015) Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) Brussels, Belgium – [https://enqa.eu/wp-content/uploads/2015/11/ESG\\_2015.pdf](https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf)

Quality Qualifications Ireland (2015) The Code of Practice for Provision of Education and Training to International Learners – <https://www.qqi.ie/Downloads/Code%20of%20Practice.pdf>

Quality Qualifications Ireland (2016) Core Statutory Quality Assurance Guidelines –  
<https://www.qqi.ie/Downloads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf>