Student welfare: information and advice for staff
A joint publication for all student-facing staff at the College and Students’ Union initially published in April 2015.

Sidonie Bertrand-Shelton, Co-President Welfare & Diversity, 2014 / 15
Students’ Union, Royal Holloway University of London

“In my year as Vice-President Education & Welfare, I noticed just how different students’ experiences were of their personal tutors. Being on the receiving end, sitting with students after either amazing experiences or experiences that had lost their confidence in the whole university, I got a snapshot of a wider problem. Welfare issues can be problematic, confusing and awkward. They can demand a lot of time and sometimes knowing how and when to draw the line isn’t clear. For students, it can make or break their time here.

After winning the election for Co-President Welfare & Diversity (we shifted the roles around a bit!) I worked hard with Support & Advisory Services to come up with a way to make signposting to services simple and easy for staff, without redefining the role of personal tutors. We came up with this guide. It covers everything from stress and mental health, to being a student parent, to gender transitioning. This booklet is an aid for accurate and consistent signposting to the essential support services that Royal Holloway is renowned for. For students on campus, this is a pivotal piece of work – it shows us that change can come from our ideas, and that our welfare is important.”

Helen Groenendaal, Senior Student Wellbeing Officer
Royal Holloway University of London

“Royal Holloway is known for being a friendly and caring community which offers a high level of student support to help students to get the most out of their time here. We recognise that the welfare and wellbeing of students is vital to the success and retention of students and we are committed to providing assistance to students who may require some extra support to enable them to manage their own educational and personal progression.

Support & Advisory Services were pleased to work with Sidonie and the Student Life team on this joint Royal Holloway and Students’ Union project and we are delighted that the completed guide offers a comprehensive overview of the issues students may face, details of the support available for them, and answers to common questions all based on our combined experiences with Royal Holloway students. We hope all student facing staff will find this a helpful reference point for advice and support and that it will enable you to refer students on to or ask questions yourself of the services best placed to help.”

We’d be pleased to have feedback and hear your comments on the guide.
Please email welfare@royalholloway.ac.uk