

Teitl: Title:	External Support Worker Guidelines
Fersiwn: Version	V1
I bwy mae'r Polisi hwn yn berthnasol? Who does this Policy Relate to?	Myfyrwyr / Staff / Myfyrwyr a Staff / Arall (rhowch fanylion) Students



Cydraddoldeb ac Amrywiaeth / Equality & Diversity

Dolen at Gam 1 Asesu Effaith (ar Gydraddoldeb a'r Gymraeg): / Impact Assessment Stage 1 (Equality & Welsh) link:	ESW Guidelines EIA
<i>Effaith ar yr Iaith Gymraeg</i> <i>Mae asesiad effaith wedi'i gynnal ar y polisi hwn i ystyried ei effaith ar yr iaith Gymraeg yn unol â Safonau'r Gymraeg (94-104) a Mesur yr Iaith Gymraeg (Cymru) 2011.</i>	<i>Welsh Language Impact</i> An impact assessment has been carried out on this policy to consider its effect on the Welsh Language in accordance with the Welsh Language Standards (94-104) and the Welsh Language (Wales) Measure 2011.

Adolygu a Chymeradwyo / Review and Approval

Perchennog y Ddogfen: Document Owner:	<i>Teitl swydd / Job title</i> Head of Learner Services		
Ymgynghoriad / Consultation:	<i>Rhestrwch nhw / Please list</i>		
Dyddiad cymeradwyo / Date Approved	Cymeradwyaeth y Pwyllgor Mewnol e.e. Grŵp Diogelu / Internal Committee Approval e.g. Safeguarding Group		<i>Enw'r Grŵp a'r Dyddiad / Name of group & date</i>
	Pwyllgor Cyfathrebu a Diwylliant / Communications & Culture Committee:		12/03/2025
	Pwyllgorau'r Bwrdd / Board Committees:	Pwyllgor Archwilio a Risg / Audit & Risk Committee:	<i>Os yn berthnasol / If applicable</i>
		Pwyllgor Cwricwlwm a Safonau / Curriculum & Standards Committee	<i>Os yn berthnasol / If applicable</i>
		Pwyllgor Cyllid, Pobl a Diwylliant / Finance, People & Culture Committee:	<i>Os yn berthnasol / If applicable</i>
	Corff Llywodraethu / Governing Body:		<i>Os yn berthnasol / If applicable</i>
Dyddiad Adolygu: Review Date:	12/09/2025		

Anfonwch y ddogfen wedi ei chymeradwyo i'w chyfieithu gan ddefnyddio'r [Ffurflen Cais Cyfieithu](#)
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Rhifwch bob adran a pharagraff

Please number each section and paragraph

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Strategy / Policy

1. Purpose and Scope

- 1.1 Coleg Cambria prides itself on being an inclusive learning environment and having a supportive culture and wishes to establish effective working relationships with external support workers. This document outlines important information that external providers should be aware of when supporting students of the College.
- 1.2 The scope of these guidelines applies to all external support workers attending with a student on a further or higher education programme. To ensure the safeguarding and wellbeing of all our college community it is key all external support workers are in compliance with appropriate College policies and guidelines.
- 1.2 The College is not responsible for the contracting of any external support workers, this resides with the individual student, which may be funded through Personal Independence Payments. Students with a disability, studying on a Higher Education Programme may be eligible for support through the Disabled Students' Allowances (DSA) available via Student Finance Wales (SFW).

2. Registering as an External Support Worker (ESW)

- 2.1 Prior to providing support the ESW is required to complete a registration form ensuring all relevant paperwork has been collated, including a relevant up-to-date Safeguarding

Certificate and if relevant for support provided a Moving and Handling Training Certificate. Complete a DBS with the college or provide evidence of a current DBS Certificate via the DBS Service.

- 2.2 All ESWs must complete a DBS with the college or provide evidence of a current DBS Certificate via the DBS Service.
- 2.3 Upon satisfactory completion approval will be granted from the ~~College's Additional Support Coordinator~~/Student Services Manager.
- 2.4 External Support Workers are expected to attend Induction Days with the student, if they are on site at that time. This will ensure training in Fire Evacuation, Safeguarding Procedures and Emergency procedures, (including First Aid if required), are received. If the Induction Day is missed, then further training will be provided by the Student Services Manager.

3. Responsibilities of the External Support Worker

- 3.1 If, following agreement of the College, external support is provided in class, it is the responsibility of the ESW to agree with the student on an appropriate way to introduce themselves to the lecturer and explain their role.
- 3.2 An ESWs' primary concern is the student that is being supported. Should any issues arise connected with any other student then this concern should be discussed immediately with the course tutor or the safeguarding team who will provide assistance to any identified student.
- 3.3 External Support Workers should be proactive and take action to protect the safety and well-being of the student that is being supported, and prevent them from any behaviours that may put the student at risk. Guidance from ~~the college tutors and other college~~ staff should be taken where necessary. Concerns with the tutor should be raised at the end of the session, unless the concern is an urgent health, safety or welfare issue. If for any reason a student is to be removed from the college site, then the college should be informed.
- 3.4 All External Support Workers (ESW) will;
- Familiarise themselves with and follow the Coleg Cambria [Staff Code of Conduct](#)
 - Familiarise themselves with and abide by at all times with the particular Health and Safety Rules in place when supporting students in a high risk area such as a laboratory or workshop.
 - Familiarise themselves with the College buildings in which they will be providing support. They should make themselves aware of any key emergency contacts and emergency evacuation procedures at the College and relating to the student they are supporting. There are fire action notices in every building and the location of the nearest first aider is identified on the first aid notices.
 - Wear at all times whilst on college premises the issued College ID Badge which is to be returned to college when the ESW is no longer required on college site.
 - Identify an appropriate place to deliver 1:1 support. The College would consider areas which are quiet and private to be the most appropriate place to provide support if specific accommodation cannot be provided by the ESW..
 - Ensure that the student is only using the hours that they have contracted and that these are spread evenly throughout the academic year.
 - Notify the Progress Coach of any concerns that they have about a student's welfare, attendance or non-engagement.
 - Assist students to attend regularly and be punctual for lessons
 - Encourage students to work as independently as possible and interact with other students, ensuring the student is working safely with the correct equipment if required.

- Adhere to all aspects of the General Data Protection Regulation 2018 when personal data is being processed, and maintain the same high data protection standards as all Coleg Cambria staff.

3.5 All External Support Workers (ESW) will not ;

- Distract students by talking with other support workers during class
- Not participate in classes or group work nor provide subject specific support or guidance on academic issues.
- Advocate on behalf of students or liaise directly with the academic member of staff. If the external support worker has concerns about the student or their ability to deliver support, this should be conveyed directly to the ALN Coordinator.

END

