

Queensford College recognizes that the students' personal, academic, social, emotional and mental well-being is crucial to successfully completing their studies. Queensford Students will have access to a Student Support Officer that they would be able to confide in regarding their concerns if they wish to.

Apart from this, the Student Support Officer will work closely with the trainer and program manager to ensure that the students are thriving well with their studies. If the students show signs of underperformance, the Student Support Officer will set an appointment with the student to discuss if they might have issues that are affecting their studies.

The following are indicators for the Student Support Officer to initiate engagement with the student:

- Absenteeism – (consecutive absences)
- Recurring missed deadlines of assessment submission
- Marked NYS by trainer on consecutive assessments
- Referral of trainer to Student Support

As trainers are the most involved in the students' journey in completing their course, they may notice signs of mental stress such as social isolation, low motivation, difficulty concentrating/ focusing.

