Student Welfare & Support

Students are supported 24 hours a day throughout the programme.

Our team is based on site and available at all times, with a dedicated 24/7 emergency contact number in place to ensure support is always accessible when needed.

Your wellbeing sits at the centre of the Sapphire experience. From the moment you arrive, you're supported by a team who are there to help you feel safe, settled and able to make the most of your time with us.

A Supportive Environment

Students are supported throughout the day by Subject Tutors, Student Mentors and the Senior Team.

Whether you have a question, need help settling in, or just want to talk something through, there is always someone available.

Support is part of everyday life on the programme. Staff are visible, approachable and actively involved in both academic and residential aspects of the experience.

Safety & Supervision

The programme is structured to ensure students are supported at all times.

- Staff are present throughout the day, including lessons, activities and residential time
- Free time is structured and supervised within clearly defined areas
- Students are guided between locations and supported during all transitions

This structure allows students to feel independent while remaining fully supported.

Safeguarding

All Sapphire staff are trained in safeguarding and understand their responsibility to support student wellbeing.

Clear procedures are in place to ensure that any concern is handled promptly and appropriately. A Designated Safeguarding Lead is present on site, with additional support from our Head Office team.

Students are encouraged to speak to staff at any time if something doesn't feel right. All concerns are taken seriously.

Health & Wellbeing

Support extends beyond the classroom.

If a student feels unwell or needs medical support, staff are available to help and will ensure appropriate care is provided. Medical information is collected before arrival so that individual needs are understood in advance.

Emotional wellbeing is equally important. Adjusting to a new environment can take time, and staff are there to provide reassurance and support throughout the programme.

Always Available

Students are never left without access to support.

Whether it's a quick question or something more important, help is always close by. Our aim is to create an environment where students feel comfortable, confident and able to fully engage in the experience.