



# Welfare

Club & Society Committee Training

## In this module we're going to cover...

- Students' Union Support
  - Student Officers
  - Campaigns
  - Welfare Fund
- Welfare Officers
  - Your role
- Equality, Diversity and Inclusion
  - Tackling barriers to participation
- Signposting & Support
  - Services available

# Students' Union Support...

**In this section we'll cover:**

- Student Officers
- Campaigns
- Welfare Fund

## So what is a Students' Union?

- A students' union is a **charity**, that is **independent** of the university it is associated with. Students' Unions are **democratic** organisations – they represent the interests of their members.
- Students' unions are **student led**. You elect your fellow students at the end of each year to lead on the activity we run, and decide the direction we take as an organisation.
- Usually you automatically become a **member** of the Students' Union when you enrol at UCL, but you have the choice to opt-out of joining. If you opt out you don't become a member.
- Students' Union UCL aims to **advance education** by **promoting the interests and welfare of students**; representing, supporting and advising students; and providing social, cultural, sporting and recreational activities for students' personal development.

# Who leads the Students' Union?

Each year you elect students to represent your views – full time! These students are your Sabbatical Officers – paid members of staff at the Union. Together, we look out for students best interests, working with UCL to make sure your views are heard.

The roles below will look slightly different next year – check out our website for more information on [changes to the way you're represented](#).

Your  
2020-21  
team



Ilyas

Activities Officer



Sandy

Black and Minority  
Ethnic Students'  
Officer



Carol

Democracy,  
Operations and  
Community  
Officer



Ayman

Education Officer



Jim

Postgraduate  
Students' Officer



Yasmeen

Welfare and  
International  
Officer



Aarushi

Women's Officer

Meet  
your  
2021-22  
team  
online!

# Democratic Structure of the Union

- As well as full time sabbatical officers, you elect **part-time student officers** who fulfil their roles alongside their degrees – representing your views.
- Sabbatical Officers and Part-Time Officers work in three ‘zones’ – **Activities**, **Education** and **Welfare & Community**. These democratic structures make them accountable to you.
- The **Activities Zone** is made up of the Activities Officer, Arts Officer, Sports Officer, Societies Officer, Community Relations Officer and non-portfolio Sports and Societies Representatives.
- The Activities Zone discusses **policy ideas** to improve student activities at UCL, and makes **decisions** such as affiliations and disaffiliations.
- All our officers are supported by a **full time staff team** who deliver our services.

# Student Officers

- Your full-time sabbatical officers next year will be:
  - Activities and Engagement Officer
  - Education Officer
  - Postgraduate Officer
  - Equity Officer
  - Welfare and Community Officer
  - Union Affairs Officer
- As a team, part of their role is ensuring inclusivity for specific groups.
- The new role of Equity Officer in particular will be focusing on this area.
- There are also a number of part-time officers, including:
  - BME Students' Officer; Community Relations Officer; Women's Officer; LGBTQ+ Officer; Disabled Students' Officer; Trans Officer; Academic Department and Halls of Residence reps; and Arts, Sports, and Societies Officers.
- Check the [full list of roles](#) for contact details. They're here to help, and will be happy to discuss how you can make your activities more inclusive.

# What services does the Union offer?

## Student Activities

Societies  
Sports Clubs  
Project Active  
Skills Sessions

## Policy, Governance & Insight

Student representation  
Campaigning  
Liberation networks

## Advice

Free, confidential and independent advice on academic issues, housing, employment, money and other areas...

## Volunteering

Student-Led Volunteering  
One-Off Volunteering  
Community Research Initiative

## Bars

Phineas  
Mully's  
The Huntley  
Institute Bar

## Cafés

George Farha  
Gordon's  
Bloomsbury  
Print Room

## Gym

Bloomsbury  
Fitness

## Shops

Stone Willy's Pizza  
The Hanger

# The Advice Service

- The Students' Union Advice Service has trained and experienced Advisors who offer free, confidential and independent advice on the following areas:
- **Academic:** extenuating circumstances, student complaints, interrupting or withdrawing from studies, disciplinarys, academic misconduct and the OIA (Office of the Independent Adjudicator).
- **Housing:** tenancy agreement checks, council tax, disputes with landlords or housemates, disrepair and return of tenancy deposit.
- **Money:** applications for student funding, applying for grants, welfare benefits advice, help with budgeting, income maximisation and managing debt.
- **Hate Crime Reporting Centre:** confidential platform to report hate crime/hate incidents and independent advocacy support.
- And **more**, including employment rights, consumer advice, personal support and wellbeing (including referral to specialist services).

The Students' Union Advice Service is located on the **1<sup>st</sup> floor of 25 Gordon Street.**

## Reception opening hours:

- Daily: 10:00 - 16:00
- Drop-in session:  
Wednesday 10:00 - 13:00

## Email address:

- [su.advice@ucl.ac.uk](mailto:su.advice@ucl.ac.uk)

# Student Activities

- Students' Union UCL supports one of the largest student activities programmes in the UK!

## This year:

- We have over 330 affiliated clubs and societies.
- Over 47,800 memberships were bought.
- 13,289 students have membership of a club or society.
- We've facilitated over 1000 external speaker events.
- We supported you to run nearly 1000 online events and conferences.

## Last year:

- Nearly 10,000 tickets have been sold across student-led theatre productions.
- Sports clubs took part in 1280 BUCS fixtures and 995 LUSL fixtures.
- Our sports clubs won the London Varsity Series.

The Student Activities Reception is located on the **2<sup>nd</sup> floor** of the **Bloomsbury Theatre Building**.

## Reception opening hours:

Monday to Friday – 10:00 to 21:00, and Saturday – 11:00 to 19:00.

## Email us:

[su.activities@ucl.ac.uk](mailto:su.activities@ucl.ac.uk)

# Student Activities

- The Students' Union Student Activities team helps you to deliver a wide range of activity – run by and for students. One of the areas we provide support for is society activity:

## **General Interest**

**Societies:** we support you to run a huge range of activity from award winning conferences to weekly language classes.

General interest societies cover: academia, altruism, culture, faith & spirituality, finance & enterprise, politics, common interests and university departments.

## **Arts & Media Societies:**

we support a sector leading arts programme including student-led productions in the Bloomsbury Theatre, and at the Edinburgh Fringe Festival. Our student media groups also produce leading newspapers, magazines, journals, radio and film & TV productions.

**Skills Sessions:** we offer a range of drop-in skill development workshops focussing on transferable skills which you can use to run your club or society, or in your future career. Topics include Running Events, and How to be a Great Leader in the New Normal.

The Students' Union Societies staff team is located on the 2<sup>nd</sup> floor of the Bloomsbury Theatre Building.

Find out our dedicated drop-in hours [on our website](#).

# Student Activities

- The Student Activities team also provides support for a wide range of sporting activity:

## **Sports Clubs:**

we support some of the best sports clubs in London with sports fixtures, leagues, cup competitions and large scale events like Varsity.

**Project Active:** we offer drop-in beginner friendly activities to help you get active in a way that works for you... Get involved:

- Join one of our weekly sessions ranging from Postgraduate Yoga to women's only Barre Fitness classes. Some classes are online now!
- Take part in one of our social sports leagues from Touch Rugby to Netball. Come along on your own or bring your friends!
- Run a Project Active Session with your club or society, or take part in a Project Active campaign like This UCL Girl Can.

## **Performance Sport:**

we provide high performing sports teams and individuals a dedicated programme of support including strength and conditioning sessions.

The Students' Union Sports staff team is located on the 3<sup>rd</sup> floor of the Bloomsbury Theatre Building.

Find out our dedicated drop-in hours [on our website](#).

# Meet the Student Activities Team

## Societies Team

- Societies & Media Manager: [Carl Salton-Cox](#)
- Societies & Media Coordinator: [Johnny Glover](#)
- Societies Development Coordinator (Events): [Dan Fow](#)
- Societies Development Coordinator (Events): [D'arcy McGuinness](#)
- Societies Development Coordinator (Departmental): [Jo Swo](#)
- Activities Administration Coordinator: [Rupinder Sandal](#)
- Activities Administrator: [Ria Sareen](#)
- Finance Administrator (Clubs & Societies): [Tanisha Veerasawmy](#)

Check our drop-in hours on the Students' Union website!

# Meet the Student Activities Team

## Sports Team

- Sports Development Manager: [Katie Sykes](#)
- Sports Development Coordinator: [Neal Hickey](#)
- Sports Development Coordinator: [Henry Warne](#)
- Sports Administrator: [Scott Dale](#)
- Project Active Coordinator: [Bikram Bains](#)
- Project Active Coordinator (Post-Graduate): [Andrew McClean](#)

Check our drop-in hours on the Students' Union website!

# Wider Union Campaigns

## Active Bystander

- Student's Union UCL says full stop to sexual misconduct, bullying and harassment in any form. This is why the Union and UCL have joined forces to run the Active Bystander Programme as part of the Full Stop campaign and continue to tackle unacceptable behaviours at UCL and beyond.
- We provide training for UCL students and dedicated support for clubs and societies, and ways to report bullying, harassment and sexual misconduct. Head to our website for more information.

If there are external campaigns that you want to promote that look to improve student wellbeing, get in touch!

## I Heart Consent

As part of this, UCL and Students' Union UCL are working together on the I ♥ Consent campaign to promote sexual consent across campus. We're committed to putting an end to sexual violence at UCL, and we're encouraging all our students to help by learning about consent in a brief online training course, and then ensuring they always get consent from their sexual partners.

## Heads Up

Every year the Union run a mental health campaign known as 'Heads Up'. Reach out to the Union's Welfare and Community Officer to see what's going on this year and how you can get involved.

# Welfare Fund

- To support you in your role the Union has created a specific Welfare Fund you can apply for to support new activities that do one of the following:
  - Raise **awareness** and support **positive mental health**
  - Improve student **wellbeing**
  - Support societies to deliver new **physical activity initiatives**
  - Promote an **inclusive environment**
  - Outreach to **underrepresented student groups**
- You can submit an application by [using this form](#), indicating you would like to request funding from the Welfare Fund.
- If you have an idea and you're not sure if it meets the above criteria or would like some advice, just get in contact – we are more than happy to help.
- Please note that only Welfare Officers can submit applications to the Welfare Fund.

The Welfare Fund can't be used for food, drink or non-specific general costs!

# Welfare Fund

- **Karate Club** – requested funding to bring in a coach with specific experience coaching disabled athletes to run a session that was open to all UCL students.
- **Horse Riding Club** – requested funding to hold a “Meet the Ponies” event, to spend time grooming and petting horses.
- **Lacrosse Club** – requested funding to run a Yoga class for their members, working with Project Active instructors.
- **Writers’ Society** – requested funding to send journaling and letter writing kits to some of their members. This is because journaling can be a positive outlet for emotions, and letters and postcards can encourage students to communicate in more creative ways.
- **Behavioural Innovations Society** – requested funding to run a drawing class over Zoom for members to socialise and relax.
- **Hockey Club (RUMS Men’s & Women’s)** – requested funding to host a professionally led comedy murder mystery night, to help tackle social isolation.
- **Mindful Society** – requested funding to run a 5 week mindfulness course open to all students.

# Welfare Officers...

**In this section we'll cover:**

- Your role

# The Role of the Welfare Officer

## Activity:

- Grab a pen and paper (or your phone), and write down what you think the main responsibilities of being a Welfare Officer are.

# The Role of the Welfare Officer

- Role descriptions for compulsory officers are set out in the [Students' Union Club & Society Regulations](#).

## **The Welfare Officer**

- Shall hold office from the day after the end of term 3 until the last day of term 3 in the following academic year.
- Shall be the only officer of the club or society with access to the welfare officer funding pot and is responsible for applications and initiatives using that funding. Note: expenditure authorisations are the responsibility of the Treasurer.
- Shall be responsible for the activity specified within the welfare officer remit including collaboration with other welfare officers in creation of demographic specific activity, recording of demographic specific membership and aware of the wider Union campaigns relevant to their club or society, specified or otherwise, on the welfare officer campaign timeline.

# The Role of the Welfare Officer

- So what does this mean in practise?
- Your core responsibilities are to:
  - Signpost your members to wellbeing services.
  - Help to make your activities inclusive.
  - Make sure your members are aware of your role.
  - Promote an open environment to discuss and support positive mental health in your activities.
- Ultimately, the role of the welfare officer is not to counsel members, but only to signpost them to the appropriate services. Please feel free to contact Union staff for further advice if you're ever unsure.

# Equality, Diversity & Inclusion...

**In this section we'll cover:**

- Equality
- Diversity
- Tackling barriers to participation

# The Importance of Equality & Diversity

- Under the Equality Act 2010, the following characteristics are protected:
  - Age
  - Disability
  - Gender reassignment
  - Marriage and civil partnership
  - Pregnancy and maternity
- You must not discriminate against someone on the basis of these factors.
- Students' Union UCL is committed to providing equal access to all our services and benefits to all of our members.
- All eligible members of Students' Union UCL must be able to join your club or society, and stand for election for any position on your committee. Some exceptions include visiting or associate members, who can't stand for election to your committee.
- You may need to restrict access to particular activities (for instance, students under the age of 18 cannot take part in BUCS competitions). If you're not sure what counts as a reasonable restriction, don't hesitate to get in touch with us.

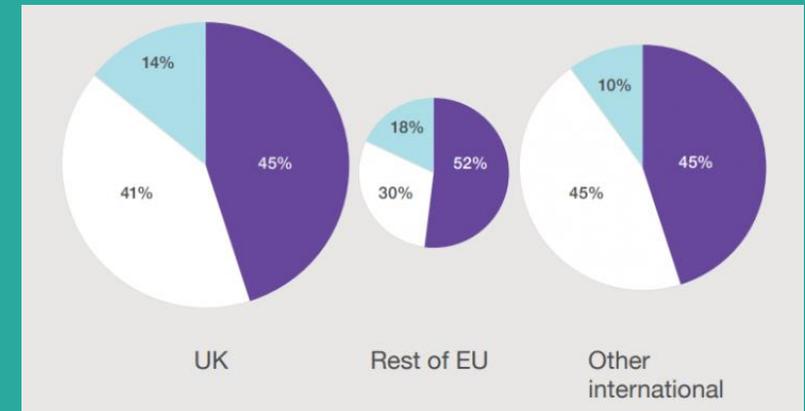
# The Importance of Equality & Diversity

- We're committed to providing a safe space free from discrimination to all of our members.
- Both club and society committee roles and membership must be accessible to as many students as possible.
- You should aim to eliminate any barriers to accessing your club or society, and cannot prevent anyone from taking part in activities due to a protected characteristic.
- Over the year it's normal to become a group of close friends, but remember to include new people, and people who aren't a part of your friendship group. Everyone deserves an equal opportunity to take part.
- Don't tolerate discrimination against anyone in your committee or membership.
- Welfare Officers can introduce activities or initiatives to help make your activity and committee more accessible to students from a diverse range of backgrounds.
- As a world renowned university, UCL attracts some of the best students from across the world.
- Make sure your club or society is inclusive – this will help to attract students from a diverse range of backgrounds, and help to bring new perspectives, ideas and ways of thinking to your activity.

# Our Demographics

- Based on 2019/20 figures, UCL has nearly 43,900 students.
- 19,994 are undergraduates.
- 23,842 are postgraduates.
- About 53% come from countries outside the UK.
- 15.58% of students are from the rest of the EU, while 37.48% are from other international countries (non-EU).
- 46.94% of our students are from the UK.
- Approximately 60% of our students are female, while 40% are male.

	Undergraduate	Postgraduate Taught	Postgraduate Research	Total	Percentage
UK	9,147	8,477	2,951	20,575	46.94%
Rest of EU	3,540	2,027	1,263	6,830	15.58%
Other international	7,307	7,423	1,701	16,431	37.48%
<b>Total</b>	<b>19,994</b>	<b>17,927</b>	<b>5,915</b>	<b>43,836</b>	



# Our Demographics

- If you'd like to find out the demographic breakdown for your club or society, get in touch and we'll be able to send you the details for your group.
- Have a look at your membership. Who doesn't engage with your group? Do you think your activity is inaccessible to any particular group of students?
- Does the demographic of your club or society reflect the demographics of UCL?
- You may for example not have any postgraduate members in your group, even though the majority of students at UCL are postgraduates.
- How can you tackle the barriers that stop students taking part? Of course, if you're the Men's Football Team, you don't need to worry about recruiting female members, but look at areas which are relevant to you.
- You can run taster sessions, run activities for under represented groups, or collaborate with other clubs and societies to reach a wider variety of students.
- Some groups might be better able to take part in your activities if you make small adjustments such as changes to your messaging. We'll go through more specific examples in this training module...

# Barriers to Participation

## Activity

- Grab a pen and paper (or your phone), and take a couple of minutes to:
  - Write down as many different **student groups** you can think of.
  - Are all of the groups you've identified reflective of societal groups, or are some specific to the university environment?
  - What barriers might each group face? How can you make your activities more inclusive or accessible for these groups?

# Barriers to Participation

- Does your list include the following groups? Are there any groups on your list which aren't included below?

- Undergraduate
- Postgraduate Research
- Postgraduate Taught
- Overseas (non-EU)
- Rest of EU
- UK (home) students
- Minority Faith Groups
- Disabled students
- Black and Minority Ethnic Students
- LGBTQ+ students
- Women
- Parents and carers
- Mature and part time students
- Live at home students

- What barriers do you think these groups may face when getting involved with your activities?

# Tackling Barriers to Participation

## International Students

- Run taster sessions.
  - Try to avoid technical terms, and imagine students have no idea what you do!
- Collaborate with cultural societies.
  - Are there any groups that might be particularly interested in your club or society? Run a joint session to help increase interest in your group.
- Work with our International Students' Officer.
  - Email them at [su-is.officer@ucl.ac.uk](mailto:su-is.officer@ucl.ac.uk).
- Run an event during International Student Orientation Week (before Welcome Week) especially for international students.

## BME Students

- Work with our Black & Minority Ethnic Students' Officer.
  - Email them at [bmes.officer@ucl.ac.uk](mailto:bmes.officer@ucl.ac.uk).
  - They also convene the BME Network – get in touch if you want to get involved.
- Collaborate with cultural societies.
  - Are there any societies that might be particularly interested in your activity? Can you run a joint event or initiative to increase your membership?

# Tackling Barriers to Participation

## Postgraduate Students

- Run drop in sessions that can be attended on a one off basis.
  - This will help postgrads get involved when their schedule allows.
- Run postgraduate only sessions.
  - This could help postgrads feel more comfortable joining in with your activity to start with, before taking part in more sessions.
- Elect a Postgraduate Officer to your committee.
- Work with our Postgraduate Students' Officer.
  - Email them at [ps.officer@ucl.ac.uk](mailto:ps.officer@ucl.ac.uk).

## Women

- Run female only sessions.
  - This could help women feel more comfortable joining in with your activity to start with, before taking part in more sessions.
- Work with our Women's Officer.
  - Email them at [w.officer@ucl.ac.uk](mailto:w.officer@ucl.ac.uk).
- Collaborate with societies such as Women in Finance, or Women in STEM.
  - Or try collaborating with another gender sports club!

# Tackling Barriers to Participation

## Disability

- Make your activity accessible.
  - Is your event wheelchair accessible?  
Does your venue have a hearing loop?  
Have you used large-print copy? For more advice, check out our [how-to-guide](#).
- Advertise how your event is accessible on the What's On Calendar, or on social media.
  - Email students beforehand to ask if they have any accessibility requirements.
- Work with our Disabled Students' Officer.
  - Email them at [su-ds.officer@ucl.ac.uk](mailto:su-ds.officer@ucl.ac.uk).
- Run guided taster sessions.
  - [Get in touch with us](#) for further support.

## Socio-Economic Class

- Make sure at least some of your activities are free or affordable.
- Students who need additional funding to take part in clubs and societies will be able to apply to the Participation Fund.
  - This can help students address the additional barriers to getting involved such as the cost of new equipment or joining trips.
- Run 'Give-it-a-Go' sessions
  - This can help students decide if they want to pay your groups full membership fee.

# Tackling Barriers to Participation

## Faith Groups

- Take into account dietary requirements and religious dates.
  - Run an alcohol-free event, or a celebration event for a religious holiday.
- Collaborate with faith based groups.
- Get in touch with the UCL [Student Support and Wellbeing](#) team, or [Equality, Diversity and Inclusion](#) team.
  - UCL have various quiet reflection and prayer spaces available on campus which may be available to book.

## LGBTQ+ Students

- Work with our LGBTQ+ Officer.
  - Email them at [su-lgbq.officer@ucl.ac.uk](mailto:su-lgbq.officer@ucl.ac.uk).
- Work with our Trans Officer.
  - Email them at [su-trans.officer@ucl.ac.uk](mailto:su-trans.officer@ucl.ac.uk).
- Raise awareness of LGBT+ issues.
  - Support the rainbow laces campaign, or ask individuals about their pronouns.
- Collaborate with the LGBT+ Network.
  - Find out more on our [website](#).

# Tackling Barriers to Participation

## Mature and Part-Time Students

- Work with our Mature and Part-Time Students' Officer.
  - Email them at [su-mpts.officer@ucl.ac.uk](mailto:su-mpts.officer@ucl.ac.uk).
  - The Mature and Part-Time Students' Officer represents those who are studying part-time at any level and students who are over the age of 21 at starting their undergraduate degree.
- Run shorter sessions, or drop in sessions that can be attended on a one off basis.
  - This will help students get involved when their schedule allows.

## Parents and Carers

- Work with our Officer for Students with Caring Responsibilities.
  - Email them at [su-scr.officer@ucl.ac.uk](mailto:su-scr.officer@ucl.ac.uk).
  - This role works with both student parents, and students who may have caring responsibilities, for example for their parents or siblings.
- Sports Clubs could work with our Project Active team to run a parent and child session.
  - In the past we've run yoga sessions open to both parents and their children to attend.

# Tackling Barriers to Participation

## **Students from a Widening Participation background**

- Students from Widening Participation backgrounds are those who are traditionally less likely to go to university.
- This includes students from lower socio economic backgrounds, care leavers, BME students, mature students, those that are the first in their family to attend university, disabled students, some live-at-home students and student parents.
- These groups are less likely to go to university, and less likely to get involved with the Students' Union, or clubs and societies.
- Consider hosting sessions which are held at convenient times of the day for live-at-home students, or introduction taster sessions, or guided sessions for students who may not have tried your activity before! In some cases, students might be more likely to get involved if they see themselves represented in your group.
- Run 'Give-it-a-Go' sessions for all students at the start of the year.

# Signposting & Support

**In this section we'll cover:**

- Signposting
- Proactive Support
- Scenarios

# Signposting

- There are two key ways in which you can provide support for your members:
  - **Proactive support** – initiatives you can implement to provide support in advance.
  - **Reactive support** – signposting to relevant services when someone is seeking help.
- As Welfare Officers, the primary way you can help your members is to signpost to resources available.
- **Welfare Officers must familiarise themselves with the resources on this page: <https://studentsunionucl.org/how-to-guides/welfare-resources-contacts> (bookmark it to refer back to!)**
- Make sure to expand and read all the sections above.
- Remember, you're not an expert, so you don't need to have all the answers. Point your members in the right direction, and encourage them to get support from expert resources.



# Signposting

## UCL Resources:

- ✓ UCL Student Support and Wellbeing
- ✓ UCL Student Psychological and Counselling Services
- ✓ UCL Student Disability Services
- ✓ UCL Report and Support
- ✓ UCL Student Funding Team
- ✓ UCL Care First Help Line - phone and online support

If you're not sure about the best place to start, the Students' Union Advice team provides a range of services and can signpost you to the best place!

## Financial Support and Advice:

- ✓ Hardship Funding
- ✓ Postgraduate Funding
- ✓ Financial Advice

## External Resources:

- ✓ Rape Crisis
- ✓ Samaritans – mental health support
- ✓ The Havens – sexual abuse support
- ✓ Mind – mental health support
- ✓ Nightline – general support

[Head to our website for more!](#)

## General Help and Advice:

- ✓ Academic Support, Advice and Information
- ✓ Student Health and Wellbeing
- ✓ Safety
- ✓ Hate Crime Reporting
- ✓ Employment, Housing and Accommodation Rights
- ✓ How to Self-Define
- ✓ Have Your Say

# Proactive Support

## Ideas for proactive support:

- Try to get to know all your members by introducing yourself.
- Outline the services that are available to your club/society through an email to your members.
- Identify yourself as a point of contact for issues that might arise throughout the year, and let your members know about what your role is.
- Organise a family/buddy scheme in which existing members get partnered up with new members.
- Familiarise yourself with the services that the Union and the University offer.

## Remember:

- Look after yourself and make sure to seek support if you need it.
- It's crucial for your role to know that the responsibility is in the hands of the person who has been directly affected to report the case.
- You should not report an incident without the persons permission.
- However, for issues like bullying you can report the perpetrator without reporting the victim.
- It's important that you're aware of the different services that are available both internally (at UCL and the Union) and also externally.

# Scenarios

- Grab a pen and paper (or your phone), and write down what you'd do in each scenario.

## Scenario 1

- You have noticed that one of your regular teammates hasn't shown up to training / practice recently and when you see them on campus they seem flippant and disinterested. What would you do?

## Scenario 2

- Your club / society president has taken on a lot of work recently and you know they have a busy exam period coming up. What would you do?

## Scenario 3

- There's been a controversial incident within your club / society, which has led to disciplinary action from the Union and many members being upset by the incident. What would you do?

# Scenarios

## Possible solution 1

- Approach them and see how they're getting on. You can chat to them about something that might get their mind off how they feel, let them know they can chat to you later, or signpost them to other services. Remember your role isn't to act as counsellor, so try to signpost on where you can.

## Possible solution 2

- Have a chat with them and ask them how everything is going. Ask if you or any other committee members can support with some of the club / society responsibilities. Again, equip yourself with knowledge about the services that are available to them.

## Possible solution 3

- Ensure any affected members are well, and have been made aware of the relevant services available to them. Speak to your group and outline that your club / society do not condone the inappropriate behaviour, and that there are support mechanisms in place to help anyone who has been affected.

Remember, there's not always a right or wrong answer!

## Your Role

- Some scenarios might make you feel as though you need to take on more responsibility than you're able to, or you may feel like you're solely responsible for the wellbeing of your members.
- Remember it's never solely your responsibility to ensure the wellbeing of your members, and it's not your role to counsel your club / society members.
- The main responsibility of the Welfare Officer is to familiarise yourself with **resources** available and **signpost** your members to these services.
- Where possible, ask your members to **seek expert advice**. This helps make sure your members are getting up to date and accurate advice.
- If you're ever not sure, get in touch with us and we'll be able to help. You can email the Student Activities Reception at [su.activities@ucl.ac.uk](mailto:su.activities@ucl.ac.uk), or the Advice team at [su.advice@ucl.ac.uk](mailto:su.advice@ucl.ac.uk). You'll never be alone or unsupported in this role.

## Quiz!

Please complete the following quiz to register your completion of this training module.