



# Health and Well-Being of Learners Policy

## **Gtec Media Limited**

Policy Owner: Gtec Media Limited

Approved By: Geoff Hunter, Director

Effective Date: 12th January 2026

Review Date: Annually

Version: 1.0

## **1. Policy Statement**

Gtec Media Limited is committed to promoting and supporting the health, safety, well-being, dignity and personal development of all learners participating in our services.

We recognise that positive health and well-being are essential to successful learning, confidence building, progression into employment, digital inclusion, and active participation in society. We aim to create supportive, inclusive and respectful learning environments where learners feel safe, valued and able to achieve their goals.

This policy applies across all areas of Gtec Media Limited's operations including:

- Adult Skills and Learning provision
- Online and remote learning delivery
- Digital inclusion programmes
- IT support and technical training services
- Digital marketing and media literacy programmes
- Research, consultancy and community engagement activities

This policy supports our wider commitments to safeguarding, equality and diversity, inclusion, Prevent duties, and learner support.

## **2. Scope**

This policy applies to:

- All learners
- Employees
- Tutors and trainers
- Contractors and associates
- Volunteers
- Partner organisations involved in delivery
- Remote and classroom-based learning environments

## **3. Our Commitment**

Gtec Media Limited is committed to:

- Promoting physical, emotional and mental well-being
- Encouraging respectful and supportive learning environments
- Supporting learner confidence, resilience and motivation
- Reducing barriers to participation and achievement
- Encouraging healthy online behaviours and digital well-being
- Identifying learners who may require additional support
- Promoting inclusion, dignity and respect for all learners
- Supporting learners experiencing stress, anxiety, isolation or other challenges
- Ensuring learners know how to raise concerns or request support

## **4. Health and Well-Being Principles**

We aim to ensure that learning environments are:

### **Safe**

Learners should feel physically and emotionally safe during all learning activities, whether delivered online, remotely or in person.

### **Inclusive**

All learners should be treated fairly and respectfully regardless of age, disability, gender, race, religion, sexual orientation, background or personal circumstances.

### **Supportive**

Tutors and staff should encourage learner participation, confidence and personal development through constructive and supportive engagement.

## **Respectful**

Bullying, harassment, intimidation, discrimination or abusive behaviour will not be tolerated.

## **Accessible**

Where reasonably practicable, adjustments and support will be considered to assist learners with additional needs.

## **5. Mental Health and Emotional Well-Being**

Gtec Media Limited recognises the importance of mental health in adult learning.

Staff and tutors will:

- Promote positive communication and respectful interaction
- Encourage learners to seek support where appropriate
- Respond sensitively to learners experiencing distress or difficulties
- Signpost learners to external support services where appropriate
- Avoid practices that may unnecessarily increase stress or anxiety
- Encourage balanced and healthy use of digital technology and social media

We understand that adult learners may face challenges including:

- Anxiety or stress
- Social isolation
- Financial pressures
- Digital exclusion
- Low confidence or self-esteem
- Employment-related pressures
- Caring responsibilities

Where concerns arise, staff will respond appropriately and sensitively within the limits of their role and competence.

## **6. Online Learning and Digital Well-Being**

As Gtec Media Limited delivers online and remote learning, we recognise the importance of digital well-being.

We aim to:

- Promote safe and respectful online behaviour
- Encourage healthy engagement with digital platforms
- Raise awareness of online safety and harmful online content
- Support learners in developing critical digital awareness and media literacy
- Minimise unnecessary digital stress and overload during online delivery
- Maintain professional and safe virtual learning environments

## **7. Learner Support**

Learners will be informed about:

- Available learner support arrangements
- Safeguarding contacts and reporting procedures
- Complaints procedures
- Equality and diversity expectations
- Online safety expectations
- Reasonable adjustments where appropriate

Where appropriate, learners may be signposted to:

- Mental health support organisations
- Community support services
- Digital inclusion support
- Employment and careers guidance
- Safeguarding support services

## **8. Staff Responsibilities**

All staff, tutors and contractors are responsible for:

- Treating learners with dignity and respect
- Promoting positive and inclusive learning environments
- Maintaining professional boundaries
- Reporting safeguarding or welfare concerns appropriately
- Following relevant organisational policies and procedures
- Supporting learner well-being within the scope of their role

Managers are responsible for ensuring that staff understand this policy and receive appropriate guidance where necessary.

## **9. Safeguarding and Confidentiality**

Concerns relating to learner safety or welfare will be managed in accordance with the organisation's Safeguarding Policy.

Information relating to learner well-being will be handled sensitively and in accordance with data protection legislation. Confidentiality may only be breached where there is a safeguarding concern, legal obligation, or significant risk of harm.

## **10. Monitoring and Review**

Gtec Media Limited will monitor the effectiveness of this policy through:

- Learner feedback
- Complaints and compliments
- Safeguarding monitoring
- Staff feedback
- Policy reviews
- Continuous improvement processes

This policy will be reviewed annually or sooner where legislation, guidance or operational requirements change.

## **11. Related Policies**

This policy should be read alongside:

- Safeguarding Policy
- Equality and Diversity Policy
- Bullying and Harassment Policy
- Health and Safety Policy
- Complaints and Compliments Policy
- Prevent Policy
- Data Protection Policy

### **Approved by:**

Geoff Hunter

Director

Gtec Media Limited