

Who to turn to Student Support Handout

While you are boarding with DLD College there are lots of people that will be available to help you, you will always find friendly and helpful staff are on hand when you need them. If you have a complaint you can contact your Tutor or Houseparent who will help you resolve the problem.

HouseParents

HouseParents live in the boarding house and there is always at least one houseparent on duty. You can speak to the HouseParents in the Student Services Office during the day, on the reception desk in the evenings, at mealtimes, or during evening check-ins or your weekly room inspections.

You can contact a Houseparent 24 hours a day on the phone or by email or text during the day (7am – 11pm).

Phone: 0044 (0)7880 832 822

Email: houseparents@dld.org

Accommodation Officer

The Accommodation Officer is the person that booked your place in the boarding house or placed you with your host, she also helps with issues with private accommodation, finding new accommodation, and arranging travel plans. The Accommodation Officer also can work in liaison with the Directors of Studies and Attendance the Intervention Officer dealing with any welfare concerns and work with you to find improvements in attendance and punctuality.

You can contact the Accommodation Officer if you have any trouble or worries about your accommodation or if you have any questions about bank accounts, Oyster Cards, or travelling around London or to and from the airport.

Alisa Chernavska - Accommodation Officer

Email: alisa.chernavska@dld.org

Phone: 020 7935 8411 Ext 4338

Mobile: 07920 571 795

Room: M.02

Vice Principal (Pastoral)

Vice Principal (Pastoral) oversees the boarding provision at DLD College and is focused on ensuring the boarding experience meets and exceeds all the national minimum standards for Boarding Schools. Their job is to ensure the boarding facility is homely and that all boarders feel safe and secure. Vice Principal (Pastoral) has a team of HouseParents and Assistant HouseParents who they coordinate in order to ensure the highest standards of pastoral care and welfare.

If you have any question about the practices within the Boarding at DLD or can see any improvements that you feel would benefit the college then please contact the Vice Principal (Pastoral)

You can contact the Vice Principal (Pastoral) in the week, Monday-Friday 8.00am – 5.00pm or during their evening shift in the week, or Saturday evenings.

James Kidd – Vice Principal (Pastoral)

Email: james.kidd@dld.org

Phone: 020 7935 8411 Ext: 4350

Mobile: 07717 894 425

Room: M.06

Tutor

Your Tutor is your champion within college, the one person who has a full overview of all aspects of your life at DLD. You have the opportunity to arrange one-to-one sessions with your Tutor at 8.45am-9.00am each weekday. Your tutor has an extended time once a week for Tutor Period during period 1 on Tuesdays. You can go to your Tutor with any questions or worries that you have. You will be given their name when you arrive at the College Induction and they will give you their contact details. If you're not sure who your Tutor is you can ask at the Student Services office or ask a Houseparent.

Housemaster/Housemistress

You will be assigned to a Housemaster/Housemistress when you start at College, they will oversee your progress and you can come to them with any issues including issues about your course. The Housemaster/Housemistress oversees the Tutors and they may ask to see you when there are occasions of intervention or special praise.

Nurse

The college Nurse is based in her office on the first floor in the college and should be your first contact in times of illness at the college. If the nurse is not in their room, please ask at Student services for assistance. The nurse will help you with any medical concerns or question and give advice about the services available to you. The Nurse can also give advice if you are feeling home sick or stressed about school work or personal reasons.

Cristina Vera– College Nurse

Email: cristina.vera@dld.org

Phone: 020 7935 8411Ext: 4363

Room: 1.62

College Counsellor

There are two college counsellors in college who are here to help you in times of need. You may be feeling particularly stressed or anxious. You may not be feeling yourself or feel that you need to talk privately to someone regarding a worry. The college counselling service are here to ensure you are supported. You can either contact the counsellors yourself or speak to a Directors of Studies or the Director of Boarding who can then refer you to the service.

If you would like to make an appointment, the counsellors are in college on Tuesdays and Thursday mornings and are located opposite the nurses office on the first floor, You can make an appointment by emailing.

Emily Elliott – College Counsellor

Email: emily.elliott@dld.org

Phone: 020 7935 8411Ext: 4354

Room: 1.50

Independent Listener - Dr Emma Loveridge

An Independent Listener works outside of the college and is available to help any student of DLD College who is concerned about any aspect of their experience at College. If you would like to speak to someone who does not work for the college please call Emma on her numbers below.

+44(0)20 3542 9935 or +44(0)7534 449896

Your doctor - Waterloo Health Centre

Address: 5 Lower Mash, Bishop's, London SE1 7RJ

Phone: 020 7928 4049

Childline – a charity that takes anonymous calls and emails from children and young people.

<http://www.childline.org.uk/Pages/Home.aspx>

NSPCC – a charity that takes anonymous calls and emails from children and young people.

<http://www.nspcc.org.uk/>

Samaritans – a charity that offers emergency support for people suffering from stress, anxiety, or depression or those that need someone to talk to.

<http://www.samaritans.org/>

The Children's Commissioner for England – a government director dealing with the welfare of students in the UK.

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Freephone number: 0800 528 0731



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