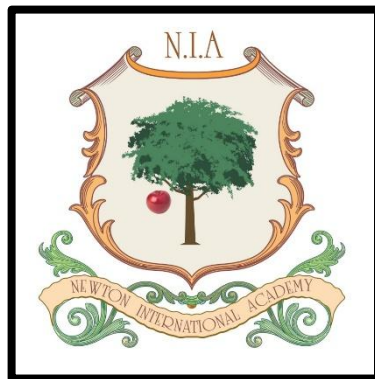


NEWTON INTERNATIONAL ACADEMY LUSAIL

Student Support Services Policy



***"An international community of learners
striving for excellence and celebrating
success"***

**ACADEMIC
YEAR
2025 - 2026**



Student Support Services Policy

Vision

An international community of learners striving for excellence and celebrating success.

Mission

We aim to provide the highest quality of education possible for our pupils of all abilities. In doing so, we aim to positively encourage each pupil to achieve academic excellence, enjoy creative diversity, develop critical thinking skills, and become lifelong learners and responsible citizens.

To achieve this, we will provide a diverse education in a safe, supportive environment that promotes self-discipline and motivation. We will provide and maintain a calm, trusting, and caring atmosphere where teaching and learning are meaningful and developed. We will work in partnership with our staff, pupils, parents, and the wider community to achieve our vision.

Rationale

At Newton International Academy Lusail, we recognise that every student is unique and may require different forms of support to flourish. Our commitment to inclusivity and excellence drives us to implement a comprehensive framework of support services that cater to the diverse academic, emotional, and social needs of our student population. This includes pupils with additional learning needs, English as an Additional Language (EAL) support, and those requiring pastoral or emotional guidance.

Aim

The aim of this policy is to clearly outline the range of support services available to pupils at NIA Lusail, ensuring that all learners receive the appropriate assistance to succeed both academically and personally. These services are structured to promote well-being, accelerate progress, and build resilience, while encouraging strong partnerships with parents and ongoing evaluation of provision.

Support Services Overview

Student Support Services at NIA Lusail include both academic and pastoral care components, designed to ensure all pupils feel valued, supported, and empowered to reach their full potential.

After-School Academic Support (ECAs)

We offer a range of academic enrichment and support activities after school, including homework clubs, subject-specific tutoring, and revision workshops. These are available to pupils who require targeted intervention, additional challenge, or further reinforcement of classroom learning.

EAL (English as an Additional Language) Provision

Pupils who require support in developing their English language skills receive structured assistance through the EAL programme. This includes small group instruction and language-focused lessons to help learners develop the



NEWTON INTERNATIONAL ACADEMY LUSAIL

www.newtoninternationalschool.sch.qa

An International community of learners striving for excellence and celebrating success



vocabulary, grammar, reading, and writing skills needed to access the wider curriculum confidently and independently.

SEND (Special Educational Needs and Disabilities) Support

Our SEND team provides tailored interventions for pupils identified with learning difficulties, disabilities, or developmental delays. Support may include individualised education plans, one-to-one sessions, small group interventions, differentiated resources, or assistive technology. The team works closely with classroom teachers, parents, and external specialists to monitor and review progress regularly, ensuring pupils are supported effectively within an inclusive classroom environment.

Cause for Concern Meetings

Termly meetings are held between staff and parents when there are concerns about a pupil's academic progress or social-emotional development. These meetings aim to strengthen communication and develop appropriate intervention strategies collaboratively, ensuring early identification and proactive support.

Student Counsellor

A qualified school counsellor is available to provide confidential, one-to-one emotional support to pupils. Pupils may access this support independently or be referred by a staff member. The counsellor works in collaboration with the pastoral team to promote mental health, build resilience, and support pupils through any challenges they may be facing.

Designated Safeguarding Lead (DSL)

The DSL at NIA Lusail is responsible for overseeing all matters related to child protection and safeguarding. Pupils who are experiencing distress, harm, or any safeguarding concerns are supported through timely intervention, appropriate referrals, and consistent follow-up, in line with our Safeguarding and Child Protection Policy.

Pastoral Team Support

The pastoral team plays a key role in fostering a positive and nurturing school environment. Through mentoring, behaviour support, and the promotion of character development, the pastoral team works to ensure every pupil feels safe, respected, and empowered to thrive at school. They monitor pupil welfare, guide behavioural expectations, and provide support with personal and social development.

Clear Definitions of Roles and Responsibilities

Staff Roles

At Newton International Academy Lusail, all staff involved in student support are expected to understand and carry out their responsibilities with professionalism, collaboration, and care. Clear role definitions ensure consistency, accountability, and alignment with whole-school support systems.



NEWTON INTERNATIONAL ACADEMY LUSAIL

www.newtoninternationalschool.sch.qa

An International community of learners striving for excellence and celebrating success



- The **Designated Safeguarding Lead (DSL)** is responsible for managing all safeguarding concerns, leading child protection procedures, maintaining confidential records, and ensuring staff are trained and aware of safeguarding responsibilities.
- **Teaching Assistants (TAs)** support classroom learning through targeted intervention, group work, and one-on-one support under the guidance of the class teacher.
- **Personal Learning Assistants (PLAs)** work with individual pupils requiring personalised support, including those with significant SEND or EAL needs. They ensure access to the curriculum through adapted instruction, communication support, and close liaison with the SEND team.
- The **Pastoral Team**, including Year Leaders and Well-being Coordinators, promotes the social, emotional, and behavioural development of pupils, supporting both individuals and groups through mentoring, behaviour planning, and emotional check-ins.
- The **School Counsellor** supports pupils' emotional and psychological needs through one-to-one counselling, small group sessions, and whole-school mental health promotion initiatives.

Student Roles

Students at NIA Lusail are encouraged to take ownership of their learning and well-being. All pupils are expected to:

- Seek help when needed and engage proactively with support services.
- Respect the support provided by school staff and peers.
- Contribute to a positive and inclusive school environment by treating others with kindness, empathy, and respect.

This approach fosters independence, accountability, and active participation in the educational journey.

Health and Well-being Support

Mental Health Initiatives

At Newton International Academy Lusail, student mental health is recognised as an essential component of overall well-being and academic success. The school will offer a range of support options to promote emotional resilience and psychological safety, including targeted workshops on stress management, self-esteem, and coping strategies. Peer support networks and access to a qualified student counsellor will be available for students who may require confidential guidance. The school is committed to raising awareness about mental health and fostering an environment where students feel safe to express themselves without fear of stigma or judgement.

Physical Health Support

The school promotes healthy living through ongoing health education, ensuring students are equipped with the knowledge to make informed lifestyle choices. Physical well-being is further supported through first aid training, regular health checks by the school nurse, and care plans for students with chronic medical conditions. Staff are trained to identify and respond to health-related concerns, and students are encouraged to take responsibility for their own physical health in a safe and supportive environment.



NEWTON INTERNATIONAL ACADEMY LUSAIL

www.newtoninternationalschool.sch.qa

An International community of learners striving for excellence and celebrating success



Inclusion and Diversity

Cultural Sensitivity

NIA Lusail is a multicultural community that values and celebrates diversity. Staff are expected to show cultural awareness and sensitivity by:

- Accommodating religious observances and dietary requirements
- Being respectful of cultural dress codes and language preferences
- Offering Arabic language and Islamic Studies in accordance with Ministry of Education and Higher Education (MOEHE) requirements
- Participating in training on cultural competence and inclusive practices to ensure all pupils feel welcomed, respected, and understood

Equity and Access

The school is committed to providing equal access to all support services. To ensure that every pupil is supported effectively:

- Interventions are differentiated to meet diverse academic, emotional, and social needs
- Pupils with SEND receive personalised support plans that are regularly reviewed in partnership with parents
- EAL learners access language support and are integrated gradually into the mainstream curriculum with appropriate scaffolding
- Staff receive ongoing training to identify and respond to barriers that may affect pupil participation or progress

Data Protection and Confidentiality

Confidentiality Protocols

Newton International Academy Lusail is committed to upholding strict confidentiality protocols to protect student information. Sensitive data, particularly related to safeguarding, well-being, and health, are collected, stored, and accessed securely in line with data protection regulations. Access to this information is restricted to authorised personnel only, ensuring that students' privacy is respected at all times and that data handling practices are fully compliant with legal and ethical standards.

Assessment and Feedback

Feedback from Assessments

Students receive timely and constructive feedback on assessments to help them identify their strengths and target areas for development. Feedback is personalised and designed to support continuous improvement, with clear guidance provided to help students take meaningful steps toward progress.

Assessment for Learning (AFL)

The school integrates AFL strategies into everyday teaching to monitor and support student progress. Ongoing formative assessments, questioning, and reflection activities enable teachers to adapt their instruction and intervene early when additional support is needed, ensuring that all learners remain on track.



NEWTON INTERNATIONAL ACADEMY LUSAIL

www.newtoninternationalschool.sch.qa

An International community of learners striving for excellence and celebrating success



Deployment of Teaching Assistants (TAs) and Personal Learning Assistants (PLAs)

Teaching Assistants and Personal Learning Assistants play a vital role in delivering inclusive education. They are assigned based on individual student needs, supporting both SEND students and those who benefit from additional academic guidance. TAs and PLAs provide tailored interventions, assist with differentiated instruction, and help maintain access to the curriculum through small group and in-class support. Their deployment is planned collaboratively with teachers to maximise impact.

Implementation Strategies

Regular Training for Staff

All staff at Newton International Academy Lusail will receive continuous training focused on supporting students with SEND, EAL, and mental health needs. This includes professional development on inclusive teaching strategies, adaptive planning, and approaches that promote engagement and accessibility for all learners.

Collaboration with External Agencies

The school will work closely with qualified external professionals such as educational psychologists, speech and language therapists, and mental health specialists. These partnerships will ensure that students with complex or ongoing needs receive specialised guidance, and staff are supported in implementing effective interventions.

Monitoring and Evaluation

Support services will be routinely evaluated to ensure they are impactful and responsive to student needs. Feedback will be collected from students, parents, and staff, and used to refine strategies and practices. Clear goals will be established, with regular reviews conducted to assess progress and inform necessary adjustments.

Communication with Parents and Guardians

Regular Updates

Parents will be kept informed about their child's academic and emotional development through regular communications. This includes termly reports, meetings with teachers, and access to relevant updates via parent portals or other digital communication tools. Transparency and ongoing dialogue will ensure shared understanding and collaboration.

Workshops for Parents

To strengthen home-school partnerships, the school will host parent workshops on key topics such as supporting homework, understanding the SEND framework, promoting emotional well-being, and building effective routines. These sessions aim to empower parents with practical tools and deepen their engagement in their child's learning journey.

Review and Revision Process

This policy will undergo an annual review to ensure it remains effective, relevant, and aligned with current best practices and regulatory requirements. The review will incorporate feedback from staff, students, and parents, with any necessary updates made to reflect evolving school needs and stakeholder input.