SEDA COLLEGE

POLICIES · SUPPORT

Welfare and safeguarding

The support available to you and who to contact.

LIVE YOUR DREAM

Dublin · Zhivago Building, 68–72 Capel Street, Dublin 1
Cork · Clarke's Bridge House, Hanover Street

seda.college · info@seda.ie

Good learning happens when you feel safe and supported. This summary of the Welfare Support Policy A&O-011-2026 and the Safeguarding and Child Protection Policy H&S-006-2026 explains the help available and who to contact.

ACADEMIC OFFICE	24/7 SEDA EMERGENCY	IRELAND EMERGENCY	SAMARITANS
Mon–Fri 9:00–17:00	083 362 3802	112 / 999	116 123

01 Your Student Support Advisor

From the point of booking you have a Student Support Advisor, who will likely speak your first language. They help with settling in, accommodation, banking, local services, medical insurance claims and finding a doctor, and run the SEDA Jobs Club for CV and interview support. Induction covers welfare, safety and emergency procedures.

02 Support we can offer

- Emergency financial help: in exceptional cases, assessed individually; may include emergency housing support, food vouchers or transport.
- Accommodation crisis: help if you suddenly lose accommodation or it is unsafe, with guidance on short-term options and referrals.
- Health and wellbeing: first aid, referral to doctors, and access to counselling and mental-health support.
- Safety and legal: help if you experience harassment, discrimination or violence, including referral to An Garda Síochána, legal aid and advocacy services, and support with visa difficulties.
- Academic and integration: extra language support and guidance on life, work rights and services in Ireland.

03 How to get help

1. **Ask anyone** — Your Student Support Advisor, teacher or Director of Studies.
2. **Confidential meeting** — We assess your needs and agree a support plan.
3. **Escalation** — Complex cases go to senior staff.
4. **Follow-up** — Referrals and continued support.

04 Safeguarding

SEDA is committed to the safety and dignity of every learner, including vulnerable adults, under the Children First Act 2015, Tusla guidance and the National Vetting Bureau Acts 2012–2016. Staff and host families working with minors or vulnerable adults are Garda vetted. If you are worried about your own safety or someone else's, tell any member of staff; they will pass the concern to a Designated Liaison Person.

Role	Name
Designated Liaison Person	Jane Langley, Academic Director
Designated Liaison Person	Bruno Vecchio
Deputy DLP · Dublin	Hazal Guzel
Deputy DLP · Cork	Yanina Islas, Director of Studies

If someone is in immediate danger, call 112 or 999 first.

05 Who to contact

	Contact
Dublin	(01) 473 4915 · building 8:30–20:30
Cork	(021) 241 0944 · building 8:30–17:30
All enquiries	learning@seda.ie (Dublin) · cork.academic@seda.ie (Cork)
SEDA out-of-hours emergency	083 362 3802 (24/7)
Emergency services	112 or 999
Samaritans (24 hours, free)	116 123 · jo@samaritans.ie

06 Accommodation and your welfare

Booking accommodation through SEDA College is NOT mandatory. Whatever you choose, confirm the address, provider and terms in writing, and tell us if something is not right.

TALK TO US info@seda.ie · (01) 473 4915 Dublin · (021) 241 0944 Cork · Emergency 083 362 3802 · seda.college

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DUBLIN

Zhivago Building, 68–72 Capel Street
Dublin 1, D01 AR29
(01) 473 4915
learning@seda.ie
Building 8:30–20:30

CORK

Clarke's Bridge House
Hanover Street, Cork T12 P9RY
(021) 241 0944
cork.academic@seda.ie
Building 8:30–17:30

Academic Office · Monday–Friday, 9:00–17:00

General and bookings info@seda.ie · Exams exams@seda.ie

Out-of-hours emergency · 083 362 3802

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Information is correct at the date shown. Fees, timetables and availability are confirmed in writing before you book. Items shown in [brackets] are awaiting confirmation by SEDA College. · seda.college