

Student Welfare Policy

1. Purpose

Masters' Union is committed to maintaining a safe, respectful, and inclusive environment for all students across its undergraduate, postgraduate, and executive education programs.

This policy establishes the standards, systems, and responsibilities required to protect students from physical harm, emotional distress, harassment, abuse, and digital risks.

2. Scope

This policy applies to:

- All students across **all programs and formats**
- Faculty, staff, coaches, mentors, and guest speakers
- External partners, vendors, and service providers
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- Faculty, staff, coaches, mentors, and guest speakers
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It covers:

- On-campus activities
- Off-campus engagements (internships, immersions, events, travel)
- All official digital platforms and communication channels

3. Guiding Principles

- **Safety over convenience** – decisions prioritize student well-being
- **Zero tolerance for misconduct** – no exceptions based on role or seniority
- **Confidentiality with accountability** – concerns are handled sensitively but acted upon firmly
- **Accessibility** – reporting and support systems must be easy to use
- **Shared responsibility** – safety is not owned by one team alone



4. Code of Conduct

All members of the Masters' Union ecosystem are expected to:

- Act with respect, integrity, and professionalism
- Maintain appropriate interpersonal and professional boundaries
- Avoid misuse of authority, influence, or access

Strictly prohibited:

- Harassment, bullying, intimidation, or discrimination
- Sexual harassment or misconduct
- Physical or verbal abuse
- Retaliation against individuals reporting concerns

Violations will lead to disciplinary action, which may include suspension, expulsion, or termination of engagement.

5. Safeguarding and Protection Framework

5.1 Mandatory Reporting

Any individual who becomes aware of a safety concern must report it through designated channels. Deliberate non-reporting of serious concerns may invite disciplinary action.

5.2 Background Verification

All employees, mentors, and vendors interacting with students are subject to appropriate due diligence and background checks.

5.3 Awareness and Prevention

Students will be educated on:

- Personal safety and consent
- Recognizing inappropriate behavior





- Available support and reporting mechanisms

6. Physical Safety and Campus Security

Masters' Union will ensure:

- Controlled campus access and visitor management systems
- CCTV monitoring in all common areas (with privacy safeguards)
- Compliance with fire safety and emergency infrastructure norms
- Periodic safety audits

Off-campus and Travel Safety

For institutional activities:

- Verified logistics partners and transport providers
- Clear communication of emergency contacts
- Defined responsibility for student supervision

7. Health and Well-being

7.1 Mental Health

- Access to confidential counseling services
- Structured support for stress, burnout, and personal challenges

7.2 Medical Support

- First-aid readiness on campus
- Defined protocols for emergencies
- Partnerships with nearby healthcare providers

7.3 Substance Use

- Prohibition of illegal substances in institutional spaces and activities
- Preventive awareness and access to support where needed



8. Digital Safety and Data Protection

All stakeholders must:

- Use institutional platforms responsibly
- Refrain from cyberbullying, harassment, or unauthorized sharing of content

Masters' Union will:

- Safeguard student data through secure systems
- Define clear norms for recording, publishing, and sharing student-related information

9. Reporting and Grievance Redressal

9.1 Reporting Channels

Students may report concerns through:

- Designated Safety Officer or Committee
- Anonymous reporting mechanisms
- Faculty, program teams, or institutional representatives

9.2 Response Timelines

- Acknowledgment within 24 hours
- Initial review within 72 hours
- Formal investigation where required

9.3 Protection and Confidentiality

- Protection against retaliation is ensured
- Information will be shared strictly on a need-to-know basis

9.4 Resolution

Appropriate action will be taken based on the severity of the case, including disciplinary, corrective, or legal measures.



10. Crisis and Emergency Response

The institution will maintain:

- Defined emergency response protocols
- Incident response teams with clear roles
- Regular drills for fire, medical, and security scenarios

Communication protocols will ensure timely updates to relevant stakeholders.

11. Training and Capacity Building

- Mandatory training for staff and faculty on safety and response protocols
- Student orientation on safety norms and reporting
- Periodic workshops on mental health, harassment prevention, and digital safety

12. Governance and Accountability

- A **Student Safety Committee** will oversee implementation
- Regular monitoring of incidents and response effectiveness
- Annual policy audits and updates

13. Policy Review

This policy will be reviewed annually or as required based on:

- Regulatory updates
- Institutional changes
- Feedback from students and stakeholders

14. Acknowledgment

All members of Masters' Union are required to read, understand, and adhere to this policy. Non-compliance will result in disciplinary action.

