

# Pastoral Care Policy

## Document Summary

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### **Pastoral Care Policy**

The aim of this policy document is to set out the academic and pastoral support available to students in The City College.

The City College is committed to providing its students with effective academic and pastoral support. The aim of this policy is to ensure that students have access to a framework of support to meet their needs; providing consistent quality of provision, helping students, and staff, monitor their progress and performance and enabling them to achieve to the best of their abilities, while tailoring provision, where necessary, to reflect differences.

### **Responsibility for implementation of Pastoral Care Policy**

Overall responsibility for the development and implementation of the Pastoral Care policy throughout the City College lies with the Managing Director and the Director of Student Records. Their involvement and activity is supported by:

- The City College Welfare Officer
- The City College Legal Counsel
- Programme Leaders in relation to all teaching and assessment activities within their remit
- The City College Managing Director and the Director of Student Records, working through the individuals listed above, will ensure that all staff and students are made aware of the Pastoral Care Policy and procedures.

### **Core Purpose/Responsibilities of Pastoral Care Policy**

#### **Purpose of Pastoral Care Policy:**

- Academic and pastoral support within the College must provide for all its students. The College is expected to identify when and where the need for targeted support may be necessary and must inform the students taking its courses and programmes about the academic and pastoral support available to them and how to access it.
- Consultation with staff and students may form part of the process of implementing the Pastoral Care Policy.
- Where considered appropriate, training will be provided to assist with implementation of the Pastoral Care Policy.

#### **Core Responsibilities of Pastoral Care Policy:**

- To assist students in providing pastoral support where necessary.
- Keeping the appropriate records on students who receive Disability Support Allowance and/or Reasonable Adjustments and Special Consideration and keeping student files up to date.

- Making reasonable adjustments for staff/students if necessary; including exam access arrangements, extension deadlines for assignments or extra support within the classroom/college and ensuring accessibility.
- Keeping information confidential and liaising with staff where necessary to inform them of any student problems.
- To assist students in regularly reviewing their academic progress and performance and providing support where necessary.
- To encourage students to reflect on their learning, help them feel part of a community of learners and give advice on how their studies can contribute to their future development and career.
- To provide a point of contact for students if they require additional support or advice.
- To provide administrative student support.
- To provide IT support

### **Practical Implementation of the Pastoral Care Policy**

Students are informed during induction of the academic and pastoral care support in place for them, and they receive a talk by the Student Welfare Office, in which they are given information about the services available to them. These include the following:

- All staff, both teaching and non-teaching, have a day-to-day responsibility for the pastoral care of the students. The Student Welfare Officer will be the key figure students will approach, but Tutors, Teaching Staff and other members of the admin staff can highlight concerns and offer students support at any time.
- Students have a dedicated Student Welfare Officer they may speak to directly if they have any concerns about their studies or personal issues. They meet the Student Welfare Officer at Induction.
- Study skills are integrated into the programme. This ensures that students returning to education, or starting out in Higher Education, are aware of how to use the computer systems and given practical advice in writing assignments.
- The Student Welfare Officer offers advice on Disability Student Allowance where applicable and all students receive a handout DSA at induction.
- The Student Welfare Officer offers advice on Reasonable Adjustments/Special Considerations (RASC) and all students receive a handout on RASC at induction.
- Students who are highlighted as requiring extra help and support – such as having dyslexia, or another learning difference, having pending referrals or having health, mental health, or personal issues, which has led to them falling behind with their studies, can be given extra academic support on a 1:1 basis.
- Students are given formative feedback every term by tutors and an end of course review by senior lecturers/Programme Leaders, in which concerns about their

academic attainment, progress, or any other issue can be raised and for which any necessary action plan can be put in place.

- One-to-one appointments can be arranged with tutors if students require any personal help with assignments. Relevant admin and tutor emails are available on Sharepoint for all students to access.
- There is a dedicated Student Welfare page on Sharepoint, which includes information and signposting on support for students.

### **Complaints from either staff or students**

Any complaint made with regard to any aspect of Pastoral Care will be dealt with within the terms of the appropriate complaints' procedures.

### **Feedback and monitoring**

- The City College Managing Director and Director of Student Records, and the Student Welfare Officer are responsible for monitoring the Pastoral Support Policy.
- A record of complaints received in relation to Pastoral Support, will be kept as part of City College system of recording all complaints.