

Pastoral Care Policy

Document Summary

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Pastoral Care and Student Wellbeing Policy

1. Our Commitment

The City College is committed to providing an inclusive and supportive environment where every student can achieve their full potential. This policy outlines the pastoral and wellbeing support available to all members of our learning community, all of whom are adults (18+). Our approach is based on a proactive and holistic framework that includes academic support, personal wellbeing, and a strong commitment to adult safeguarding. We are committed to fulfilling our legal duties under the Equality Act 2010 and the Prevent Duty, as monitored by the Office for Students (OfS).

2. Scope of Support

This policy covers a wide range of academic and personal support. Our services are designed to address the needs of all students, providing a consistent quality of provision while also offering tailored support where necessary.

Academic Support: Includes advice on study skills, assignments, and academic progress, as well as providing reasonable adjustments and special consideration for learning differences and disabilities.

Wellbeing and Personal Support: Includes mental health support, advice on personal issues, and signposting to specialist external services.

Administrative and Practical Support: Includes support for accessing Disability Student Allowance (DSA), ensuring accessibility, and providing IT assistance.

3. Roles and Responsibilities

Overall responsibility for this policy lies with the Managing Director and Director of Student Records. The policy is implemented through a clear network of staff roles.

Role	Core Responsibilities
Programme Leaders & Academic Staff	Provide day-to-day academic and pastoral support, monitor student progress, and refer students to specialist support when needed.
Student Welfare Officer	Acts as the primary point of contact for personal and mental health concerns, offers advice on DSA and reasonable adjustments, and signposts to external services.
Senior Leadership	Oversees the policy's implementation, ensures staff training, and provides strategic direction.

4. Our Approach to Safeguarding and Student Wellbeing

We are committed to the safety of our students both on and off campus, including in the digital environment. Our approach is informed by a range of legal and institutional guidance.

Mental Health and Wellbeing: We take a proactive approach to student mental health. Our Student Wellbeing Officer offers initial support and refers students to appropriate external services for ongoing professional care.

Adult Safeguarding: The College has a duty to safeguard our adult students from harm, including radicalisation (under the Prevent Duty), harassment, and exploitation. All staff are trained to identify and report concerns.

Digital Safety: We use IT and network controls, in line with guidance from Jisc, to help protect students from online harms, including cyberbullying, harassment, and exposure to inappropriate content. We ensure student data is handled securely and in compliance with GDPR.

5. Practical Implementation

Students are introduced to our support services during induction, where they meet the Student Wellbeing Officer and receive information on how to access support.

Accessibility: We work with students to make reasonable adjustments for disabilities and learning differences, including exam access arrangements, assignment extensions, and one-to-one academic support.

Confidentiality: Student information is treated confidentially and in accordance with GDPR. Information will only be shared with relevant staff on a strictly "need-to-know" basis to provide necessary support or to address a safeguarding risk.

Contact and Appointments: Students can arrange confidential one-to-one appointments with the Student Wellbeing Officer or their Programme Leaders. Relevant contact information is available on the student intranet.

6. External Resources

For issues requiring specialist or urgent support, we strongly recommend that students contact the following external organisations:

- Mind: Leading mental health charity. <https://www.mind.org.uk/>
- Samaritans: Confidential support for anyone in emotional distress. <https://www.samaritans.org/>
- Papyrus: Suicide prevention charity for young people. <https://www.papyrus-uk.org/>
- Citizens Advice: Free, independent advice on a wide range of issues. <https://www.citizensadvice.org.uk/>