

# PASTORAL SUPPORT WITH TEG

## KEY DETAILS

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## WHAT IS PASTORAL SUPPORT

Pastoral Support is a service that gives help and support to students as well as providing information, advice and guidance. We respond as quickly as possible to any issues and ensure that difficulties are discussed and resolved in the best possible way.

The Pastoral Support team commonly offers help and support in the following areas:

- Guidance with visa application
- Assistance and advice with accommodation booking
- Academic support – giving you academic advice. For example, tackling practical issues that you may need support with, such as exam preparation and time management.
- Emotional support if you feel homesick
- Help with writing a CV
- Assistance with getting Biometric cards
- Registering with a GP
- Opening a bank account
- Help with getting a new phone/sim card
- Meeting peers – social events to help everyone get to know each other a little better and introduce you to the city.

## WHO GIVES THE PASTORAL SUPPORT AND STRUCTURE AT TEG?

Students are encouraged to discuss any concerns they may have with the following people:

- **Teachers:** Academic concerns
- **Reception staff:** Pastoral or Social concerns
- **Director of studies:** Academic, Social or Pastoral concerns
- **Welfare Officer:** Social or Pastoral concerns

We encourage students to speak to a member of staff who they feel most comfortable with.

## WELFARE OFFICER: FIRST AID

All qualified First Aiders administer first aid, deal with any accidents or emergencies or help if someone is taken ill. The Welfare officer and/or the First Aider is there to provide support and will seek advice from NHS, if necessary.

## PEER SUPPORT

Students are encouraged to actively take part in the social programme. This provides an opportunity to get to know other students at the school and create a support network.

## PASTORAL CARE FOR STUDENTS CAUSING CONCERNS

For any students causing concerns, due to behavioural issues or educational difficulties, a meeting will be arranged with the Director of studies and/or the Welfare Officer.

This is a school-based intervention to help individual learners manage their behaviour in order to successfully complete their language studies at our college.

For under-18s, it is extremely important that the parent, group leader or guardian takes part in the meeting and can suggest ways they think the college can support the young learner.

The purpose of the meeting is to keep the student in the college; therefore the college will talk to the student (ask the parents, guardian and/or a group leader to talk to the young learners) to find out what the college and others can reasonably do to help. Everyone present will have the opportunity to have their say and will be expected to offer some contribution to the action plan to resolve the difficulties. This is also the chance for the Director of Studies and/or the Welfare Officer to find out if any problems occurred in the past and if anything was done for the young learner previously.

For the meeting to be effective, it is important to set targets (behaviour targets, learning plan/strategies). At the end of the meeting everyone is clear about what is to be done, by whom and by which time.

If required, another meeting should be scheduled to review the student's progress towards the targets. This gives the young learner time to identify what has gone well and how to repeat the success.

If it appears that the meeting is unlikely to be successful, alternatives will be discussed and the review meeting will be arranged.

PASTORAL MEETING MINUTES

Student's name	
Date & Time	
Why do we have the meeting? State the concerns/problems?	
What can be done to improve the situation?	
Any other information	
People present (a parent, group leader or guardian must be present)	
Any other meeting arranged? Agenda items for next meeting	