

Shockout Academy – Pastoral Care Policy

Academic Year: 2025–2026

1. Policy Statement

Shockout Academy is committed to the **pastoral care and wellbeing of all students**, recognising that many are living away from home for the first time. Our ethos of care and nurturing underpins the student experience, supporting their personal, academic, and social development.

The aim of this policy is to:

- Provide **practical and emotional support** to students throughout their training.
- Ensure students have access to a **safe and confidential environment** to discuss concerns.
- Promote student **health, wellbeing, and resilience**.
- Signpost students to **internal and external support services** where necessary.
- Integrate pastoral care within the wider **safeguarding and student support framework**.

2. Scope

This policy applies to:

- All students enrolled at Shockout Academy.
- Student Support Team (SST) staff, tutors, and senior management.
- Any staff involved in mentoring, coaching, or supervision of students.

3. Pastoral Care Principles

Shockout Academy provides pastoral care guided by the following principles:

1. **Accessibility:** Students can access support through group or individual tutorials, appointments, or informal discussions.
2. **Confidentiality:** Discussions are confidential unless they pose a **risk to the student or others**, or could bring Shockout Arts into disrepute.

3. **Early Intervention:** Pastoral care encourages early reporting and discussion of personal, academic, or social issues.
4. **Holistic Support:** Care covers emotional, social, physical, and academic wellbeing.
5. **Referral:** Where necessary, students are **signposted to internal support** (e.g., SEND, counselling) or **external specialist services**.

4. Roles and Responsibilities

4.1 Senior Management Team (SMT)

- Oversight of pastoral care policy implementation.
- Ensure adequate staffing and resources for student support.
- Receive reports on significant pastoral concerns.

4.2 Student Support Team (SST)

- First point of contact for student advice, guidance, and practical support.
- Schedule and deliver **group and individual tutorials**.
- Signpost to internal/external services.
- Maintain **confidential tutorial records**.
- Escalate significant concerns to SMT or safeguarding staff as appropriate.

4.3 Tutors and Academic Staff

- Identify students in need of pastoral support.
- Refer concerns to SST.
- Support students in accessing available resources.

5. Pastoral Care Activities

5.1 Group Tutorials

- Held **frequently** throughout the academic year.
- Provide a forum for students to voice course-related concerns and share experiences.
- Facilitate discussion around wellbeing, British Values, diversity, and inclusion.

5.2 Individual Tutorials

- Held **three times per academic year** or by appointment.

- Confidential discussions on academic, personal, or social issues.
- May include goal setting, progress reviews, or wellbeing checks.
- Exceptions to confidentiality: if the student poses a **risk to themselves, others, or the institution**, information will be escalated in line with safeguarding procedures.

6. Booking and Access

- Students may **book individual tutorials** through SST.
- SST will **proactively contact students** who may require additional support.
- Tutorial records are stored securely and only accessible to authorised staff.

7. Escalation and Safeguarding

- Significant pastoral concerns must be reported to **Senior Management Team** or the **Designated Safeguarding Lead (DSL)**.
- Examples include:
 - Risk of self-harm or harm to others
 - Mental health crises
 - Bullying, harassment, or discriminatory behaviour
- Escalation follows the **Safeguarding Policy and Procedure**.

8. Storage of Tutorial Records

- Records are kept in a **secure, confidential system**.
- Access is restricted to SST, SMT, and DSL staff on a **need-to-know basis**.
- Records are maintained in line with the **Data Protection Policy** and GDPR.

9. Student Health & Wellbeing Support

- SST signposts students to external agencies for support on **mental health, counselling, financial, and medical issues**.
- Collaboration with SEND and other internal departments ensures **individualised support plans** when needed.

- Pastoral care is **preventative as well as reactive**, promoting wellbeing throughout the student journey.

10. Related Policies

- **Safeguarding & Child Protection Policy**
- **Data Protection & GDPR Policy**
- **Anti-Bullying Policy**
- **Fitness to Study Policy**
- **Student Code of Conduct**

11. Review and Governance

Owner	Review Cycle	Approval
Vice Principal (Students)	Annual	Senior Leadership Team
Deputy Owner – Student Support Lead	Continuous monitoring	Senior Leadership Team

This policy is reviewed **annually** or sooner if legislative changes, incidents, or student feedback require updates.