

Pastoral Care Policy

2024-2025

1. Policy

- 1.1 It is important to Shockout that we ensure students are supported during their training. Our reputation is built on its ethos of caring and nurturing individuals.
- 1.2 Shockout places great importance on the pastoral care of its students, conscious that for many, this will be their first time living away from home.
- 1.3 Overseen by the Senior Management team, Shockout provides students support and advice in many practical areas. Our process provides time for students to discuss any issues that may arise during their time at Shockout.
- 1.4 The Student Support Team is the first point of contact for advice, information and practical support.
- 1.5 Tutorials are a forum for students to voice any concerns that they may have regarding the course etc. Group tutorials are held frequently and Individual tutorials are held twice in each semester.
- 1.6 Students are free to talk to any member of the Student Support Team by appointment.
- 1.7 Students Health & Wellbeing are paramount, and students are encouraged to express any concerns during Tutorials.
- 1.8 Signposting to relevant external bodies will be suggested to students for further help with any emotional or physical issue.
- 1.9 The SST should report any significant pastoral issues identified back to Senior Management.

2. Roles & Responsibilities of: Who is Responsible?

- 2.1 The SST are responsible for scheduling Tutorials throughout the academic year. Questions raised by the students at the Tutorials should be referred to the relevant person.
- 2.2 SST should make themselves available through scheduling a meeting with students who may have any personal concern regarding a class.

3. Individual Pastoral Meetings

- 3.1 Individual tutorials can be booked in advance and are kept confidential, unless the issue is harmful to the student; to other students and/or staff; detrimental to Shockout; or will bring the Shockout into disrepute.

4. Storage of Tutorial Reports

- 4.1 A record of the tutorial is kept in a secure location.

Related Policies

Data Protection

Anti Bullying & Safeguarding