



---

# Pastoral Care Policy

---

## 1. Introduction

ELC is a multicultural and international community that actively promotes inter-cultural understanding and encourages an appreciation of the different ways we all live, think and learn. We will endeavour to educate students about acceptance and tolerance of a range of views, that people think differently and believe different things, all of which are acceptable as long as these views and beliefs are reasonable and do not extend to hurting or denigrating those with different beliefs.

ELC aims to provide pastoral care to all students. Pastoral care is an all-embracing term which describes the atmosphere and ethos of the ELC group of schools in its mission to promote students' personal development, and foster positive attitudes throughout. We believe that pastoral care is central to our students' academic achievement and that if our students are physically and emotionally healthy they are better able to achieve their potential.

## 2. Aims

Pastoral care encompasses the whole life and work of the school in which:

- there is an atmosphere that is conducive to learning, based on respect, consideration, cultural awareness and tolerance.
- there is effective communication between all staff regarding student welfare.
- all students feel safe and secure.
- there are good relationships between teachers and students and among students within and outside the classroom.
- the students' worries and concerns are dealt with sympathetically and appropriately.
- the school has clear lines of communication with ETO's, hosts and parents/guardians.
- the school strives to promote and sustain good and high standards of behaviour and attendance and disciplinary procedures are implemented consistently in a fair and positive manner.

## 3. Roles and responsibilities

While the board of governors and Senior Management team have primary responsibility for the arrangements that promote and ensure the care and welfare of students, pastoral care in the school is also a shared responsibility, involving the whole staff in cooperation with Hosts and ETOs. All members of staff have the support of the Principal or Centre Manager in matters of pastoral care.

- **Principal/Centre Manager** – provides centre-specific leadership and management, ensuring that whole school systems and policies are in place to manage pastoral care issues.
- **Accommodation and Welfare Officers** - the main point of contact for pastoral issues and responsibility for recording individual concerns and liaising with ETOs and homestay hosts. They also have delegated responsibility for monitoring and developing systems which manage and promote pastoral care in the school.
- **Student Services / Administration team** - assist in pastoral issues and record issues in absence of Accommodation and Welfare staff



- **Academic Manager** - coordinates with the Accommodation and Welfare staff, in liaison with teaching staff when appropriate.
- **Teaching Team** - responsible for highlighting any pastoral issues arising from classes to the Accommodation and Welfare staff or Academic Manager.
- **Homestay Hosts** - responsible for caring for their students and sharing any individual worries or concerns they have with the Accommodation and Welfare staff.
- **Social Organisers** - responsible for programme of out of class activities to encourage friendships, support emotional and physical wellbeing, and will share any concerns with Accommodation & Welfare staff.

## 4. Provision and Practice

Some of the principal features of pastoral care provision and practice in the school are set out under the following headings.

### 4.1 Open door policy

The School makes an effort to promote the approachability of all staff members to students.

- All students on every course are informed about the 'open door' policy in the school and are informed on their first day that they can speak to any member of staff for help or assistance.
- They are given a handbook on their first day with staff details in it.
- All students are taken on a tour of the school on and introduced to staff members, including Accommodation and Welfare staff.
- There is also signage with staff photos throughout the school.
- Staff always wear name and photo (blue) lanyards making them easily recognisable to students.

### 4.2 Positive classroom climate:

Teachers ensure that:

- the classroom is calm and comfortable
- there is an interest in the students individually
- all contributions are respected
- there is mutual respect between teachers and students
- there is sensitivity to both the academic and cultural needs of the students
- discipline is fair and consistent

### 4.3 Structured welfare support

- During the first week at school, the school checks that students are happy with their accommodation. At the end of the first week, all students are given a questionnaire and are asked for feedback on classes and accommodation. This is seen, actioned, and recorded by relevant staff members. This is also an opportunity for students to raise any other welfare issues. Any concerns raised here are passed on to the Accommodation and Welfare staff or SSM.
- All students under 18 on General English courses are met on their first day by Accommodation and Welfare staff or Student Services Manager, and are made aware of the support available to them.



- General English students staying 4 weeks or more have monthly tutorials with their class tutor in which welfare issues can be raised.
- In Chester, there are additional measures for students on the Summer Course for Teenagers.

#### 4.4 Staff training and development

ELC provides many opportunities for staff to train and update their training in pastoral care related areas.

- There are several trained staff members, qualified to safeguard and care for students under 18.
- The Principal or Centre Manager are the Level 3 Designated Safeguarding Leads in the School, and several other staff members are trained to Level 2.
- Other staff have English UK training in student welfare. Several members of staff are trained in First Aid.
- There is regular in-house training for all staff in safeguarding

#### 4.5 Partnership with hosts.

ELC believes that hosts are vital partners in providing the best possible pastoral support for students.

- The school keeps in close contact with hosts regarding student welfare. The Accommodation and Welfare staff or SSM are in regular phone and email contact with all hosts so that in the event of a pastoral issue, hosts feel comfortable communicating their concerns and feel supported in their role.
- Hosts are informed of the 'open door policy' that exists for them to discuss any concerns about their students at any time.
- Accommodation and Welfare staff or the SSM regularly update hosts on pastoral issues through newsletters and safeguarding bulletins. Hosts are also provided with information which details their welfare role.

#### 4.6 Social opportunities.

This feature of pastoral care refers to the opportunities the school provides for learning and social activity outside the classroom.

- on some courses (Summer Courses and 50+ Courses) there is an inclusive social programme devised with the interests of these age groups in mind.
- for our other students we provide an optional, full and varied social programme. The school has a diverse social programme which provides students with the opportunity to learn and socialise with each other

#### 4.7 Cultural awareness and appreciation

- The school provides information on cultural awareness to homestay hosts.
- Opportunities for students to celebrate their festivals/celebrations from their native countries are promoted and supported in the school.
- Students are provided with a room where they can pray in the school.



#### 4.8 Medical and Health

- Students are asked for medical and health information on their application form and also on the web forms with parental consent form for students under 18 years old and option for students aged 18+ to declare.
- There is a system in the school for communicating important medical information to relevant staff/hosts.
- Administration staff can help students with making GP/Dentist appointments and all students are asked if they require a staff member to accompany them on appointments.
- Staff normally accompany all students under 18 on medical appointments.
- If students are not well and need to be absent, they are asked to phone the school.
- Students under 16, with minor ailments are not authorised to stay at home without appropriate supervision. If the host or group leader is not able to supervise, students are asked to come to the school and are provided with a comfortable place to rest with blankets and regular staff supervision.

#### 4.9 Record keeping and administration

Record keeping and administration information is kept for every student on the Class system. Staff record any issues and actions related to pastoral matters in Class dated notes. Issues for students under 18 are recorded separately and a Class dated note is added that a safeguarding issue has been logged for the student.

#### 4.10 Monitoring and review

Welfare is part of the agenda for admin and teacher meetings in the school. This provides an opportunity for staff to address any pastoral concerns or raise any issues around systems we have for managing them. All logged safeguarding issues are reviewed between by the safeguarding team annually and systems are also reviewed here.

The Senior Management Team annually review this policy document and it is amended as appropriate in accordance with changes to the statutory requirements, British Council requirements, the findings of inspections, and any internal or external recommendations from staff, student representatives and hosts.

#### 4.11 Other supporting policies

The strength of the school's pastoral care provision is largely due to how ELC implements other supporting policies. These include:

- Safeguarding & Child Protection
- Prevent
- Abusive Behaviour
- Attendance & Lateness
- Health and Safety
- Training & Development Policy
- First Aid
- Admission for Students with disabilities or Special Educational Needs
- Curriculum
- Social Programme Policy
- Privacy Policy

Policy reviewed February 2024 by the Senior Management Team