

## Pastoral Care Policy

Norwich Study Centre recognises the need for pastoral support for all students. This is especially important for overseas students, who need support and advice in adapting to a new living environment, as well as learning a new culture.

All students are required to go through the student handbook with a member of office staff during the registration process. The handbook familiarises new students with the school's policies and procedures.

The Student Welfare Officers (Natasha Patel and Adele Pennington) are available to assist students at all times, either on the phone or in person, to discuss any issue that the student feels has not been satisfactorily addressed elsewhere. The Student Welfare Officers should be invited to all meetings related to students or policies, in order to remain well informed on all student matters, and to be able to swiftly respond to student enquires.

### Individual Students

- The parents/guardians of the student sign a consent letter beforehand outlining the care the student will receive.
- Students under the age of 18 are placed with host families with experience of having younger students and who have had appropriate checks made.
- All students are given the emergency telephone number and are informed that Natasha and Adele are their welfare officers.
- The welfare officers and other staff regularly talk to the student to make sure everything is fine and checks the standard of welfare.
- Any problems are dealt with immediately through the person in charge of pastoral care and other staff. In the absence of the Director, one of the safeguarding officers will deal with any issues according to the Director's instructions.

### Group Students

Norwich Study Centre understands that students in groups are accompanied by group leader/s from their own country. They take responsibility for the students' welfare with our support.

- Students under the age of 18 are placed with host families with experience of having younger students and who have had appropriate checks made.
- All students are given the emergency telephone number and the contact person who is in charge of pastoral care.
- Detailed schedules are given to students, leaders and host families before the arrival.

- Any changes to the schedule are communicated to all students, leaders and host families
- Regular communication is maintained with the group leader(s) to resolve any issues promptly.
- Any problems are dealt with by working together with the group leader(s).

*Last review (NP) July 2016- next review July 2017*