

Pastoral Support

Presidency London College (PLC) understands the difficulty in being clear where academic guidance ends and pastoral support begins, but we think of pastoral support as that which considers the mental and emotional wellbeing and general welfare of the learner.

It is common knowledge that stressed or have different degrees of mental health matters that affect their lives. Have an impact on their learning/studying or taking part in any life skills.

Helping learners to deal with these issues is a pastoral support/care activity.

Pastoral support could also include supporting Learners:

- in identifying and achieving career and professional aspirations.
- with special educational needs (such as dyslexia or dyspraxia).
- with mental health or emotional difficulties.
- who are parents or who have other domestic responsibilities?
- who have been subjected to bullying or harassment, or any form of abuse and in other personal or professional circumstances?

Pastoral Support Policy

Introduction

Presidency London College is committed to supporting the health and wellbeing of staff and learners. We appreciate there will be times when individuals may need additional support for issues affecting them at work, at home or while in learning. We have Pastoral Support Officers who will work closely with individuals, providing them with the necessary help and support through information, advice, and guidance.

Definition

Pastoral support is a confidential service available to all staff and learners who are undertaking an apprenticeship programme. It provides one-to-one support and guidance for individuals experiencing issues that may be affecting their social, emotional and behavioral wellbeing.

Purpose

Presidency London College aims to identify any concerns or issues at the earliest possible opportunity and remove any barriers which prevent individuals from reaching their full potential in learning and employment or that affect their personal wellbeing.

Through our pastoral support system, we aim to develop positive relationships to ensure that any difficulties are discussed and resolved in the best possible way for the individual. The aim of these individuals is to progress at a rate unimpaired by difficulties.

The pastoral support team at Presidency London College offers help and support to individuals through circumstances including:

- Behaviour support/management
- Emotional support
- Links to specialist external agencies
- Work experience
- Financial hardship
- Housing problems
- Relationship/family difficulties
- Employment problems
- Poor health/illness
- Bereavement

Responsibilities

The pastoral support system is the responsibility of the Director of Operations, who oversees all employees working in this context.

Designated Officers are:

Faiz Ahmed (Health and Wellbeing Officer)

Razaq Mohammed (Equality and Diversity Officer)

Designated Pastoral Support Officers are responsible for conducting initial assessments with all learners aged 16-18 to identify if a pastoral support programme is required. They will also act upon any referrals from staff, learners and training and assessment officers.

Designated officers will record all correspondence made with individuals protecting their contents in line with the Data Protection Act 2018.

Learners

We respect the wishes of every individual and appreciate that they may be experiencing issues that they do not wish to disclose. All individuals have the right to request that a referral not be taken further.

At the initial assessment for learners aged 16-18 and those aged 19-24, where a learner has a disability, they can choose not to complete the assessment and/or access to the service. In this instance, all learners will be provided with a list of external agencies that provide free, confidential support for a wide range of issues.

Training and assessment officers

Training and assessment lead is responsible for continuously monitoring the progress of each individual learner. It is, therefore, their responsibility to respond to any concerns that they feel may be affecting a learner's progress and/or wellbeing. Any issues must be reported to the Pastoral Support Team in accordance with the pastoral support procedure.

Presidency London College Management Team

Presidency London College recognises that employees may experience personal issues that affect their workplace performance, productivity and health and wellbeing. We also appreciate that there will be issues they may not wish to share with colleagues or their line managers.

In support of these circumstances, Presidency London College has integrated the Department of Education (DoE) specifications. The Health and Wellbeing Officer is responsible for ensuring employees are informed of the service regularly. The management team should also signpost employees to the service when concerns have been raised.

The management team is responsible for the daily management of individuals and through regular one-to-one sessions, is responsible for supporting the individual's health and wellbeing, including the monitoring of work-life balance. Where a manager feels that an individual may be experiencing issues affecting their apprenticeship programme, they are responsible for referring their concerns to the Pastoral Support Team in line with the company's pastoral support procedure.

Employer

For all employers accessing funding for learners aged 16-18, information regarding the pastoral support system at Presidency London College will be provided. If they are concerned about the performance or wellbeing of an individual at home or at work, they then can report this directly to the training and assessment officer or Pastoral Support Team. For issues that arise due to workplace activities, information may be shared with the employer so that it can be resolved for all parties.

Reviewed & Implemented:

Date: 25th June 2025



Razaq Mohammed

CEO