

## **Regent College London**

### **Student Pastoral Care Policy**

#### **1. Purpose**

1.1 To provide a policy to support the pastoral care of students whilst they are studying at Regent College London (the College) with the purpose of helping them to achieve the higher education qualification and award that they are studying.

#### **2. Background**

2.1 The Student Pastoral Care Policy is intended to make clear statements to students concerning the support provided by specified staff of the College. In addition, this policy will also provide information of external agencies, sources and information for students to access and use where more specialist support and help, or more detailed and specialist advice and guidance is required.

2.2 This policy represents a strategic approach at College level to providing pastoral support to students. Support is through both staff resources being made available to students, information resources provided by the College and information and links to external resources which provide more specialist, professional and detailed advice and guidance.

#### **3. QAA Quality Code**

3.1 This Student Pastoral Care Policy and procedure takes account of the relevant Expectations, Practices and Guiding Principles of the UK Quality Code.

This Policy aligns with the UK Quality Code core and common practices in

#### **Expectation for Standards:**

From admission through to completion, all students are provided with the support that they need to succeed in and benefit from higher education.

- The provider has sufficient appropriately qualified and skilled staff to deliver a high-quality academic experience.
- The provider has sufficient and appropriate facilities, learning resources and student support services to deliver a high-quality academic experience.
- The provider supports all students to achieve successful academic and professional outcomes.
- The provider designs and/or delivers high-quality courses.
- The provider actively engages students, individually and collectively, in the quality of their education experience.
- The provider reviews its core practices for quality regularly and uses the outcomes to drive improvement and enhancement.

This Policy also incorporates the following Guiding Principles set out in

the Advice and Guidance for Enabling Student Achievement:

- 1. Strategic and operational plans for supporting students and enabling achievement to align to the student journey.
- 2. Clear, accessible and inclusive policies and procedures to enable students and staff to identify when support mechanisms may be required for academic and personal progression.
- 3. Training and resources are allocated to student support services to enable effective delivery, ensure comprehensive evaluation and subsequent development.
- 4. Clear, consistent and accessible communication about opportunities and support available to students from pre-entry through to completion and beyond.
- 5. Equality of opportunity for all students to develop academic and professional skills.
- 6. Provide an accessible, inclusive and engaging community that incorporates staff and students to facilitate a supportive environment.
- 7. Enable students to take responsibility for their own learning and become resilient individuals, equipped for a rewarding career.
- 8. Clearly communicate course outcomes and graduate attributes to all current and prospective students, staff and associated organisations.
- 9. Actively seek the feedback and engagement of students and staff to ensure continuous improvement of the learning environment.

#### **4. Student Welfare Policy: Commitment, Principles and Objectives**

##### **4.1 Policy statement: Commitment**

4.1.1 The College is committed to providing appropriate staff and information resources to support pastoral care to students to help support and enable academic achievement. The College recognises that specialist and professional pastoral support has to be provided externally by professionals qualified to deal with pastoral care beyond the expertise and professional qualifications of key staff.

4.1.2 The College is committed to supporting any student who seeks advice and guidance on a range of personal matters that may be affecting their ability to undertake learning and studies, attending scheduled teaching and learning activities, preparing and submitting assessed work.

##### **4.2 Principles**

4.2.1 The following principles inform the pastoral care and welfare support provided by Regent College London to our students:

(a) Any student who asks a member of staff, academic or administrative, will be provided with the best and most appropriate advice and guidance within their remit and capabilities.

Typically students will be directed to the Student Support Office or their Cohort Leader for further advice and guidance

(b) Where external expert, professional, pastoral or welfare support is identified as most appropriate the Student Support Team will endeavour to provide appropriate external direction and where to make contact

(c) Information related to a range of different pastoral and welfare matters will be provided through the Student Handbook (including web links) made available on the College's VLE (HELP)

(d) Key staff identified as having a pastoral and welfare role with students will be provided with staff development opportunities to support effective implementation of their role

(e) The College will maintain oversight of pastoral and welfare support provided to students through reports (Annual Course Quality Monitoring Report) and feedback provided to key College deliberative arenas (Senior Leadership Team, Academic Board and Student Representative Committee)

#### 4.3 Objectives

4.3.1 The College's Student Pastoral Care Policy has the following objectives:

(a) To ensure that all students are aware of the pastoral care provision made for them at the College through the identification of key staff that can advise them on personal matters that may affect their studies

(b) To ensure that all students are aware of the College's Student Pastoral Care Policy at induction when first starting their studies and on an ongoing basis through provision of a dedicated area on the VLE (HELP)

(c) To support identified key staff through internal and external staff development and training opportunities to enable them effectively to fulfil their roles in this respect

(d) To direct students to external specialist and professional sources of support, advice and guidance when deemed appropriate and beyond the remit of identified key pastoral staff at the College

#### 4.4 Implementation and management of the policy

4.4.1 Implementation and management of the Student Pastoral Care Policy will be achieved through:

(a) Ensuring that the College has oversight of student pastoral care through consideration or reports at Academic Board and Senior Leadership Team

(b) Reviewing and updating, as appropriate, the Student Pastoral Care Policy on an annual basis

(c) To ensure that all staff at the College are aware of the identified key pastoral care staff and to direct students to them when asked

(d) To ensure that all staff are aware of the dedicated area for student pastoral care on the VLE and to broadly know the material provided therein

## **5. Regent College London's Student Charter**

5.1 The Student Charter aligns with the Student Pastoral Care Policy and states that the College will provide:

- Identify all key College staff and their areas of responsibility so that you know who to contact for information and guidance.
- Provide access to a tutorial system with provision for a wide range of academic, pastoral, extracurricular and career-orientated content.
- Provide access to student support services for all students that may require this.

## **6. Regent College London's Equality and Diversity Policy**

6.1 Some of the key aims of the Equality and Diversity Policy are directly aligned with this Student Pastoral Care Policy and are as follows:

- support staff and students, including provision of relevant support relating to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief (including lack of belief), sex and sexual orientation
- work to prevent all forms of unlawful discrimination
- deal with all forms of discrimination consistently and effectively

## **7. Related documents**

7.1 The following College documents are related to the Student Pastoral Care Policy and have been referred to in the above policy statement:

- Student Charter
- Equality and Diversity Policy
- Strategic Plan 2018-2021
- Learning and Teaching Enhancement Strategy
- Learning Resources Strategy

<i>Author:</i>	<i>Head of Academic Standards &amp; Quality Enhancement</i>
<i>Version:</i>	<i>Version 2.2</i>
<i>Update:</i>	<i>October 2019</i>
<i>Approval:</i>	<i>Academic Board November 2019</i>
<i>Review date:</i>	<i>August 2020</i>