



**Glasgow School of English**

# **STUDENT WELFARE AND PASTORAL CARE POLICY**

**Version 1: 30 May 2024**

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 **BRITISH  
COUNCIL**  
for the teaching  
of English in the UK



## 1. AIMS AND OBJECTIVES

Glasgow School of English wants all our students to have a great educational experience which is valuable, enjoyable and safe. A fundamental part of the school's ethos is to recognise our duty of care to all students, to look after each student's welfare and well-being and provide appropriate pastoral support to all students. This policy should be read in conjunction with our Child Protection and Safeguarding Policy which addresses specific additional requirements for students under the age of 18, and with our Prevent Policy.

Our pastoral goals regarding welfare and well-being are:

1. To provide a safe, caring and supportive environment for students.
2. To care for and support each member of the school community.

## 2. WELFARE AND PASTORAL PRINCIPLES

Our aim is for all students at the school to:

- be as physically and mentally healthy as possible
- gain the maximum benefit from good-quality education opportunities
- study in a safe environment (whether at school premises or on outside activities) and be protected from harm
- experience emotional well-being
- have a secure sense of identity, including cultural, racial and sexual identity.

## 3. KEY STAFF

All staff have a duty of care towards all students at the school and we recognise that class teachers will often be the first point of contact for students with welfare, well-being or pastoral care issues. However, our key staff for student welfare and pastoral care issues are the following:

David Orr	Director	Overall responsibility for school policies
Ricky Kemp	School Manager	Lead role in welfare and pastoral care
Reka Toth	Student Admin & Welfare Assistant	Supporting role in welfare and pastoral care.

Together, these three staff members constitute our pastoral care team.

## 4. DEFINING STUDENT WELFARE AND PASTORAL CARE ISSUES

We recognise that student welfare and pastoral care covers a wide range of potential situations and issues faced by students. Although the following is not an exhaustive list, it includes:

- Physical health
- Mental health
- Emotional and spiritual well-being
- Student safety and security
- Economic and practical problems
- Educational issues

## **5. IDENTIFYING NEW STUDENTS WITH PRE-EXISTING WELFARE AND PASTORAL CARE NEEDS**

As an inclusive school we welcome new students with pre-existing welfare and pastoral care needs, which could include:

- Physical Disabilities
- Mental Health conditions
- Learning disabilities such as dyslexia or dysgraphia

We want to make sure we know about relevant conditions in advance of a student coming to the school so we can make necessary preparation or adjustments to accommodate the student.

Therefore, we include a section in the student application form where the student can disclose (if they wish) any particular conditions or needs that might affect their educational experience at the school.

## **6. HANDLING STUDENT WELFARE AND PASTORAL CARE CASES**

Where any staff member has concerns about a student's welfare, well-being or pastoral needs, these should be reported to a member of the Pastoral Care Team.

The pastoral care team member should then:

1. Start a Welfare Incident Report (Appendix 1 to this policy)
2. Speak with the student concerned to establish more information about the welfare or pastoral care issue. Wherever possible such conversations should be held privately and giving enough time to discuss the matter with the student.
3. If the pastoral care team member can help resolve the issue, they should do so.
4. If the pastoral care team member cannot resolve the issue they should then look to signpost the student to resources for external help and guidance. These might include (not exclusively):
  - a. Local healthcare providers: GP, dentist, optician, etc.
  - b. Charity support such as Student Minds, Breathing Space, Samaritans, local foodbanks, etc.
  - c. Local spiritual leaders – ministers, priests, imams, etc.
  - d. Local social work office.
  - e. Citizens Advice Scotland
5. The Welfare Incident Report should be completed with actions taken and the report kept on file.
6. Where necessary, the pastoral care team should provide a memo to the class teacher outlining any actions the teacher should carry out (including monitoring the student after reporting the incident).

**Where there is a report of criminal activity or a significant risk of harm to the student or other people, the pastoral care team should prioritise contacting the police and/or ambulance service immediately.**

## **7. PROMOTION OF STUDENT WELFARE AND PASTORAL CARE**

We will ensure that all staff members are aware of this policy and the pastoral care team who should be contacted in the event of any issues arising.

We will also ensure that students are made aware of our student welfare and pastoral care policy and that there is a pastoral care team they can speak to at any time by covering this topic at student induction and supporting it through information on the school website and posters displayed throughout the school making it clear who the student should speak to about any concerns they have.

## **8. MONITORING AND REVIEWING STUDENT WELFARE AND PASTORAL CARE**

Student welfare and pastoral care is a standing item at all school staff meetings where the school's performance can be monitored, discussed and reviewed.

This Student Welfare and Pastoral Care Policy is subject to annual review and approval by the director.

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# WELFARE INCIDENT REPORT



**DATE**

**STUDENT**

**REPORTED BY**

**CONTACT NUMBER**

**REPORTED TO**

**NATURE OF WELFARE INCIDENT**

**ACTION TAKEN**