



ICHAS

Section 8 - Student Supports

Subject:	Procedures associated with provision of Pastoral Care		
Date Approved by Board of Directors:			July 2019
Policy Version	1/2019	Date due for Revision	February 2024
Parent Policy	Policy on Pastoral Care.		

INTRODUCTION

Both Academic and administrative staff have a responsibility for supporting students. However, even where qualified to do so, they are not expected to provide specialist pastoral care and should not attempt to do so, in order to avoid any conflict of interests between their College roles and professional roles.

A Student Support Officer is available to any student who may wish to seek assistance in identifying a suitable counselling service for personal purposes. Each year, the College assembles a panel of independent counsellors, whose members are geographically dispersed around the country. The panel members are contractually independent of the College and their services are not retained by the College for any other purposes. In this way, conflicts of interests are avoided and ethical standards in counselling are respected. The service is offered to learners of the College at a minimal fee.

The role of the Student Support Officer is to have a preliminary conversation with the student in order to identify his/her particular needs and, based on this, to refer the student to the most appropriate counsellor on the College panel. Neither the College nor the Student Support Officer play any part in the student/counsellor relationship once initial contact has been made between the student and the panel counsellor.

RESPONSIBILITIES

ROLE/ PERSON	RESPONSIBILITY
Counselling Liaison Officer	To meet with the student and to refer them to the most appropriate counsellor

PROCEDURES

The following procedures relate to situations where a learner appears to be experiencing severe distress (e.g. serious physical or mental health problems).

- All students and staff are made aware of the services of the Student Support Officer in the college, who is available to any student who may wish to seek assistance in identifying a suitable pastoral service for personal purposes
- Where a member of staff is concerned about the wellbeing of a student, s/he may want to share their concerns about the student with the Student Support Officer whose role is to provide support in such circumstances.
- Where disclosures of this type are made about a learner to a third party (albeit in good faith and in the interests of the learner concerned), it is done having due regard to the College's Data Protection policies and with strict preservation of student confidentiality.
- If necessary, lecturers or staff may need to establish explicit boundaries, especially if the student is reluctant to seek professional support or if their behaviour is having a disruptive effect on others. In such instances the Programme Director must be consulted.
- The Student Support Officer may make appropriate referral on a confidential basis to relevant external professionals where there is no conflict of interest.
- The role of the Student Support Officer is to have a preliminary conversation with the student in order to identify his/her particular needs and, based on this, to refer the student to the most appropriate counsellor on the College panel.
- Neither the College nor the Student Support Officer play any part in the student/counsellor relationship once initial contact has been made between the student and the panel counsellor other than to follow up with the student to ensure that they have engaged with appropriate support.

GRAPHICAL PRESENTATION OF PROCEDURE

The following Chart outlines the procedures for accessing Pastoral Services within the College.



Figure 1 - Accessing Pastoral Services

Linked Policies and Procedures.

Linked Policies	Policy on the Provision of Pastoral Care
Linked Procedures	