

PASTORAL PRINCIPLES AND WELFARE POLICY

Date of Policy	November 2018
Approved by Principal	November 2018
Next Review Date	August 2020
Lead for Review	Principal, DHP

Aim

We aim to place each student, whether boarding or day, in Canterbury in an environment where a balance has been struck between independence on the one hand and care, security and comfort on the other.

Rationale

The selection of accommodation plays a major role in a student's sense of wellbeing, and this in turn can directly affect performance and achievement. Considerable flexibility has been built into the accommodation arrangements, which are designed to meet individual needs and preferences wherever practicable. Factors such as age and stage of development influence this important decision.

Admission criteria

This is stated in the prospectus and registration forms, and boarding students have the opportunity to select from a range of accommodation including single en-suite, single non en-suite, shared en-suite and shared non en-suite. All rooms are furnished and conform to national minimum boarding standards.

Welfare Support

Boarding students under 18 live in fully supervised Boarding Houses with House Parents. Some students, who must be 18 or over are sometimes able to stay in Homestay accommodation, where families are checked regularly and records are kept of all checks and visits. With both families and Boarding Houses, the supervision is discreet but firm, and encourages a blend of independence, responsibility and industry. It also provides support in times of illness, need and emergency.

A 24-hour emergency phone support system is also available for Boarding staff and students.

Full details of what to do when ill are available in every student handbook and on noticeboards in the Boarding Houses themselves. Key phone numbers are also provided for counselling and support services. Curfew checks are undertaken each night, and investigated and documented as appropriate.

Students should not have guests in their rooms (a guest is a non-resident) and they should only be in communal areas (with the exception of a parent or guardian who should be escorted to and from rooms). Visitors from outside the college should sign in with the House staff member on duty. All Boarding Houses have restricted access to prevent unauthorised entry. Under no circumstances must students admit anyone from outside the college to boarding accommodation without express permission from a member of boarding staff.

The college has clear policies for all students on Behaviour, Bullying, Use of Physical Restraint, Safeguarding and Attendance. A summary of key policies is available in the student handbook and pre-arrival information handbook which are sent to both parents and agents. Students are also given their own copy of the student handbook on arrival.

The college has a clear policy on administration of medicines (see doctors/ill students section below). All students have access to a range of staff of both genders with whom they can discuss personal issues. These staff include: House Parents, Personal Tutors and Programme Directors, Matron and other welfare staff. This is in addition to their allocated Personal Tutor.

Telephone numbers of independent listeners are posted in College. All staff in contact with students has been subject to Criminal Records Bureau checks.

First Aid

First Aid kits are kept in every Boarding House and maintained by House Parents. There is a range of First Aiders in college and House Parents are sent on a one-day First Aid course on a rolling basis. In emergencies, referral is made to qualified medical personnel. House Parents have a stock of Homely medicines and instructions about how to medicate and contra-indications of medication. All medicine administered are logged on the students' Shackleton database and an automatic generated note is sent to the Medical Matron informing her of the medication given. Medication given or first aid administered must be entered onto Shackleton. All student accidents must be logged on Shackleton, under the notes section.

The Matron in Charge of the Medical Centre trains staff administering medication and all House Parents have to complete an administration of medication Course as well. The Matron, assisted by the Deputy Head Pastoral, regularly monitors non-NHS records relating to boarders and student health care, and the provision of that care.

Doctors

As part of their induction at the college, students fill in registration forms for the Doctor. When students come for less than 6 months, they need to have private medical insurance or pay for visits to the Doctor. Emergency life threatening treatment is free. Students under 16 are accompanied to the local surgery and all appointments are co-ordinated by Matron. Arrangements are made with local dentists and opticians as required.

The Medical/Welfare team has access to the local surgery and named Doctors there when needed. Both male and female doctors are available. Please be aware that the Doctor is not able to disclose any information given to the student without the students consent unless there is a safeguarding issue.

Ill students

All ill students in college accommodation have an emergency number to call and if in supervised accommodation and this will be checked by House Parents. They will either be sent to the Medical bay, or if too ill to be moved, special arrangements will be made to for them as required. Food is provided as required. The college Medical Bay is available throughout the college day and is staffed by the Matron or in her absence another member of staff. See Medical Care Policy.

Care Plans – Welfare staff work to an individual written care plan for students with identified special health/emotional needs. There is a college Additional Learning Support (ALS) Policy to help students with specific learning needs.

Equality Act 2010

For more information see student handbooks and House Parents handbooks, Equality and Diversity Policy and the ALS Policy. As an International College all staff and students are expected to adhere to our Equality and Diversity Policy as this is integral to our values, ethos and culture within the College.

Parental Contact

Students have access to email and internet in college and Boarding Houses. Parents have access to Boarding House staff's mobile phone numbers.

Pocket Money

This is distributed through the Finance Officer and kept safe. Students are also provided with a safe in their room for storing money/personal possessions and are encouraged to use this facility

Bedding

Clean bedding is provided for students every fortnight in college accommodation.

Catering

Guidelines are followed for healthy eating, and menus are regularly reviewed with staff and the student council. College catering makes particular provision for special dietary needs and to support students needing to fast as appropriate

Quiet Area

A 'Prayer room' is available during the day for those of any faith or none.

Behaviour

The College has a clear behaviour policy with five stages. The policy is overseen by the Vice Principal with support of SLT with a central copy of all records accessible to staff. Students are able to discuss aspects of this policy through their Student Council. In the case of poor behaviour or positive actions by students, the House Parents contact the Boarding Manager/ Programme Director/Personal Tutor/SLT for disciplinary action to be initiated or for Reward Cards or certificates to be issued, as relevant. This action could range from students going onto a Discipline Stage, or being put on report for all lessons with the card.

Conduct records are kept and regularly monitored, as are complaints and accidents. Action is taken in relation to any trends identified.

Complaints

The college has a clear Complaints and Tell Us Policy available on the college website and in all relevant college documentation. We encourage the use of the 'Tell Us' button through which students can let us know what they think. They are guaranteed a reply within 24 hours in the working week or they can see the Principal who will sort it out for them. A record of serious complaints is maintained at the college for regular review by Senior Staff.

Privacy and Access to Students

There is a clear policy in place regarding knocking on doors and announcing one's staff name before entering student rooms.

- Knock, stating your name and wait 30 seconds for an answer, if there is no answer then repeat once more.
- If an answer is received, state once again who you are, ask the student to open the door and then explain the reason for coming into the room, leaving the door open.

- If there is no answer then enter, leaving the door open and conduct the work or room check.

College entry is by swipe card or through the reception area, and visitors have to sign in. Boarding Houses are protected by key, combination lock, code or fob, and public access is not allowed. Public access is not allowed to the college, and contractors or others who need to be on site and could have access to students must be signed in and be supervised.

Health Education

The College has a clear policy on Personal Development. This provides support and guidance on alcohol, illegal substance and solvent abuse, smoking and sex education, HIV infection, hepatitis and sexually transmitted diseases, and protecting oneself from abuse.

The college conducts drug testing on students. If a student fails a drugs test, they may be permanently excluded from the college. This message is regularly disseminated to the student body. The college may require students found taking drugs to undergo counselling, education session(s), and further tests at their own expense, if they are not permanently excluded.

Students (aged 17 and under) who drink alcohol in their rooms or are found to have been smoking in their rooms are required to meet with a member of the Pastoral Team/Boarding Manager to discuss the lifestyle choices they are making and the longer term effects on their health.

Health Records

Individual records are kept on all students containing relevant health and welfare information provided by parents or agents recording significant health and welfare needs and issues. The college registration form provides an opportunity to record significant drug reactions, major allergies and notable medical conditions. Relevant information is provided to all House Staff with key information entered onto Shackleton.

Medical information is copied onto Shackleton and is disseminated to House Parents on a need to know basis, by the Matron or Boarding Manager.

Key contact information on all students is kept on the College Information system (Shackleton) which can be accessed by all staff. Remote access into the information system is available for House Parents. Shackleton, our MIS system, holds all parental and agent contact numbers and is available with staff holding the emergency phone, and all House staff.

Information given by a student to the doctor is treated as strictly confidential and not accessible to college staff or parents.

Written parental permission is obtained in advance for the administration of first aid and appropriate non-prescription medication to boarders, and to seek medical, dental or optical treatment when required. This requirement is without prejudice to the right of a 'Gillick-competent' boarder to give or withhold consent to medical treatment or to seek medical advice or treatment in confidence.

Staff will bring ill students to the sick bay to be seen by the College Matron/Welfare staff. Where a student has a contagious illness, the Matron will visit the student in the sick bay/their

accommodation, who will be isolated to their room, to avoid spreading illness. A team of doctors are available when required in emergency situations.

Staff Training:

Boarding staff are inducted and receive regular training sessions over the year with clear job descriptions and access to a Boarding House Policy and Procedure Manual.

Emergency Situations

The college has an Emergency Management Plan. There is 24-hour emergency cover by experienced and trained staff. In a wide ranging emergency, an Emergency Management Team is set up as per Emergency Management planning. The Principal or Vice Principal would normally take charge.

Fire drills are regularly carried out in all college Boarding Houses and all have up to date HMO certificates where required. Risk assessments are carried out on all houses on an annual basis, using Fire Services and local council as appropriate.

Special Provision for Younger Students

There is separate boarding provision for students who are under 16 where a higher level of supervision is maintained.

All students under 18 will live in fully supervised Boarding Houses and must adhere to Exeat rules and curfew.

All students must place an exeat request, using the Shackleton system, when planning to leave the College overnight, or to attend an educational visit or interview and so miss lessons. Over 18 students must submit an exeat when they are travelling outside the UK. This will require parental permission. For students aged 17 and under parental consent must be received for exeat requests. The details on exeats checked by Exeats Officer but House Parents/Pastoral/Senior Team may be involved. Exeats are approved by the Exeats Officer and relevant members of Boarding team/Pastoral team. The Principal, Vice-Principal, Deputy Head Pastoral will consider any comments or recommendations made by the student's Programme Director, Course Leader, Personal Tutor and will ensure airport check-in and taxis are booked as appropriate by Student Care/Boarding and Pastoral team/Exeats Officer.

2.2 Activities for Boarders and Day students and developing young people:

The college employs an Activities Manager and a full range of activities is available for all students to participate in. The Activities Manager monitors and targets students who have not participated in activities, in order to encourage participation and involvement. Internet access is available in all college houses and is appropriately filtered. Risk assessments are completed for all high risk activities. Newspapers are provided in student areas to encourage knowledge of the outside world and the News is regularly played in the cafeteria area. Care is taken that where students come into contact with political views while engaged in activities, that a balance is taken and there is clear exposure to opposing views to give a balanced experience.

We actively encourage students to develop their self-knowledge, self-esteem and self-confidence through Personal Development Sessions, Activities, Performance work, contributing to the local

environment through recycling projects, beach and forest clean ups, with regular encouragement and rewards at assemblies as well as through the curriculum and life of the college. Students are given positions of responsibility through the Student Council, Heads of House, leading Symposiums, publishing work on line, undertaking work experience and the Key Professions Programme.

2.3 Student Voice. Students have input into issues relating to accommodation through the Student Council and Student Heads of House. The college also has Pastoral team/Personal Tutors who work to support the student voice and to encourage participation in student surveys and committees. Students also have access to the 'Tell Us' button where they can directly report issues to the person in charge and get a reply within 24 hours in the working week or they can take it to the Principal who will personally sort it out for them.

2.4 Student Induction. A clear induction process is in place under the supervision of Personal Tutors and other members of the team in college and boarding. Students starting during the year are inducted on a rolling basis. All students receive a Student Handbook.

Staff Induction – House Parents are inducted and receive regular training sessions over the year, as well as clear job descriptions and a Boarding House Manual.

2.5 Entering students' rooms without permission

Whilst the college recognises the need for privacy and respects students' personal space, there may be times when it is considered necessary to enter a student's room in the interests of the safety or health of the student or of all the students in the Boarding House/Accommodation.

In this case, the student will be given notice of the intention to enter his/her room and will be given the opportunity to be present. However, if a member of staff suspects that there are illegal substances, alcohol, any other banned substance in the room or anything that might cause harm, they may enter the student's room and search their possessions with the permission of the Principal or Vice Principal, usually accompanied by a second adult.

Should House Parents consider it imperative that a student's room is searched in the interests of the safety of the accommodation in an emergency situation or in the immediate interests of the safety and general welfare of other students and neighbours of the property, she/he may do so with the permission of the Emergency Duty Manager.

When a member of staff needs to enter a student room, there is a clear procedure in place concerning knocking on the door, waiting and ensuring students have clear notice of someone coming into the room. Please refer to the Searching and Confiscation Policy for further information

3.0 Missing Students – There is a clear procedure for missing students which is available for all staff.

3.1 Extremism

The College will not allow extremist speakers to address students and staff are under a duty to promote tolerance and fairness in presenting opposing views. College Facebook and Social Media are regularly monitored to ensure no inappropriate content is uploaded, and YouTube videos from students are vetted before going 'live'.

The college follows ISI advice in having single sex Boarding Houses or corridors (monitored and accessed by a key card control system) and all communal spaces are mixed and there is no inappropriate segregation on the basis of gender.

The college provides a broad and balanced curriculum with all students having Personal Development sessions with a Personal Tutor which address issues of equality, respect, tolerance, British values and public services and institutions in England.

Personal Development includes, assemblies and Principals emails, the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs is actively promoted.

The student handbook gives detailed information about the UK , re-iterated in assemblies, emails from the Principal and a vibrant Student Council and student Heads of Houses where the concept of democracy and responsibility is re-enforced.

Students plan activities for their Boarding Houses and have their own Development Action Plans for each Boarding House.

Some sessions are led by outside speakers cover the areas of the law, drug taking and sexuality.

The College works closely with the local police to alert them of any concerns about the views of particular students where appropriate, as required by UK Law