Cornerstone Education Limited aspire2 | Business Management Programmes

aspire2 Health & Wellbeing

Pastoral Care Policy

Responsibility:	General Manager, Quality Assurance Coordinators, Programme Managers, Programme Coordinators, Tutors, Registrar			
Approved by:	Academic Committee			
PTE Applicable to:	Cornerstone Education Ltd trading as: Business Management Programmes Aspire2 Health and Wellbeing			
Policy Number: 3.10	Policy Version: 4	Date Created: April 2018	Review Date: October 2026	Next Review: October 2027

Purpose

To ensure that the PTE takes all reasonable steps to maintain the wellbeing and safety of students and ensure staff are aware of their roles and responsibilities with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Responsibility

All staff provide support to students to maintain their wellbeing and safety.

Student Support Coordinator provides support to students, monitors student activity in Canvas.

Student Coach provides study support, work/study balance advice and general guidance to all students.

Quality Assurance Coordinator provides student voice opportunities enabling students to feedback on their student experience. This supports student success and learner journey.

Tutors support student learning, identify and discuss issues affecting students or their success, provide follow up actions and referral to internal support, and encourage good study habits.

Programme Managers support and encourage a positive student journey, and the wellbeing and safety of all students, by following up support required, discipline issues and guiding student decision making.

General Manager provides leadership and promotes a culture centered around students. Supports students' wellbeing and safety through strategic goals and processes.

Policy

1. The PTE will ensure they take a whole of provider approach to maintain student wellbeing and safety and respond to the needs of all students.
2. Students' wellbeing and safety is promoted at all times. The PTE will provide guidelines for students to make good choices to include learning areas, tasks/activities and other opportunities.
3. The PTE will respond to wellbeing related concerns, issues and incidents. Students are assisted in identifying issues and support needs to include educational, emotional, physical, mental, social, and spiritual dimensions.

   Based on robust student monitoring processes, students or groups of students are identified.

   a. Who are not achieving,
   b. Who are at risk of not achieving,
   c. Who have special needs, and
   d. Aspects of the programme which require particular attention.
4. The PTE will ensure they recognise and respond to students who have issues (behavior or success) and liaise with agencies to provide support for students.
5. The privacy of the student will be respected at all times. Issues or concerns relating to the students are kept private.
6. The PTE will evaluate the effectiveness and impact of their responses to particular wellbeing-related events, issues and concerns.
7. The PTE will ensure the availability of accessible, effective and culturally appropriate information relevant to students' study, academic material and required study and pastoral assistance to support academic achievement.
8. The PTE will ensure mechanisms are in place to enable students to advocate for their rights and have access for advocacy support when required.

Related Documentation

Forms and Templates	Location where documentation is shared
Code of Practice Self-Review	Website
Student Handbooks	Website Student Information Hub

Relevant Legislation

- Human Rights Act, 1993 and Human Rights Amendment Act, 2001
- Education and Training Act 2020
- Privacy Act 2020
- The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.