

# PASTORAL CARE POLICY

**NOTE: Please read this document together with ‘Policies and Procedures for Protecting and Supporting Children and Young People’ and ‘Younger Students’**

## Aim

The aim of this policy is to ensure students’ general wellbeing by providing the safe, secure and supportive environment needed to maximise their studies at our College.

## Objectives

The objectives of this policy are:

1. Teachers will be made aware of their duties as Pastoral Carers. The College will provide adequate Professional Learning for staff in order that they can provide a high quality level of Pastoral Care.
2. Quality Pastoral Care will be made explicit in the school environment, supported by processes, structures and role descriptions within the school. Quality Pastoral Care will be evident in student management practices and procedures.
3. Depending on differing circumstances and needs, Pastoral Care work will include the following:
  - Providing the gift of caring presence; being there or listening to a person in need.
  - To be together with, those entrusted to their care.
  - To respond to and assist people in the College community at times of significant emotional events, such as times of death. This may involve initiating and organising rituals or other appropriate processes or activities.
  - Assisting people to identify their own gifts and strengths, together with affirmation and celebration of these.
  - Working with and developing strategies with students to develop emotional and spiritual capacity to suit their life situation.
  - Liaising with the Principal and Student Counsellor as well as with external counselling or relevant community organisations for referral as appropriate.
  - Assisting students to connect with others within and outside the school community.
  - The work requires honesty, a willingness to challenge people and to “say things how they are” but always looking towards improvement or change.
4. Sufficient resource will be allocated for Pastoral Care so meaningful relationships can be built. This will include the allocation of appropriate facilities or place, and adequate staff time.
5. To supervise the placement of students in suitable accommodation.
6. To appoint / approve a guardian for each student.
7. To provide academic and personal counselling as required.
8. To administer discipline when necessary (in accordance with discipline policy).
9. To ensure that all relevant stakeholders are kept informed on students’ progress.
10. The students are informed of employment rights and conditions, which can be obtained from the Fair Work Ombudsman. Website: <https://www.fairwork.gov.au/> Phone: 13 13 94 (or international number on +61 2 6141 1387.)
11. The College offers support to students to enable them to achieve expected learning outcomes, regardless of their mode of study.
12. The College ensures to provide a safe environment on campus and give students information on:
  - seeking assistance and reporting incidents impacting on their wellbeing (see Orientation Manual)
  - safety and awareness relevant to life in Australia. (see Orientation Manual)
13. This policy will be reviewed annually.

## List of Personnel and Responsibilities

**(SEE SEPARATE DOCUMENT ‘CONTACT PERSONS’)**

Protection and Support for Younger Students

Accommodation

Students with Special Needs

Unwell students

Academic Matters

Grievances

Legal Matters (including visas)

Financial Matters

Behaviour Management

Liaison with guardian/family (where applicable)

Attendance Check and Monitoring

Keeping enrolments and daily attendance registers

Health and Safety at the College

## Implementation

**Student Adviser / Counsellor will meet regularly with a student.**

These meetings give the student an opportunity to discuss any concerns they may have about their accommodation and host family, academic progress and any other personal issue that may be affecting their wellbeing.

Our College will report back to the parents of the underage student if there are concerns about the student's care arrangements or wellbeing. Our College will monitor the care arrangements of underage students through the regular meetings held with the student by a Student Adviser, with continuous monitoring of attendance, feedback from the teachers and through ongoing discussions with the students' host families.

The Homestay Coordinator is responsible for verifying the suitability of all accommodation whether it is homestay provided by the college or accommodation nominated by parents.

*Homestay arrangements are as follows:*

- the suitability of families for homestay accommodation is thoroughly evaluated;
- homecare families are required to sign a declaration that they have not been prosecuted for any offence pursuant to the Child Protection Act or any other relevant offence;
- care is taken to cater to a family's preferences eg. homestay families' preferences are taken into account. For example, male or female student, nationality, smoker/non-smoker etc;
- following acceptance and placement on the college's register of homestay providers, the families receive written clarification of the expected commitment of the homestay family to the student in terms of care and supervision. They are then provided with a briefing kit which includes advice and information on:
  - the rights and responsibilities of homestay families;
  - the necessity of notifying the college of any change of circumstances (eg. overnight absences, separation or return of family member, etc);
  - need to contact the Homestay Coordinator to discuss any issues which may arise regarding homestay;
  - liability, insurance etc.
  - the importance of speaking English in the homestay and
  - what they are expected to provide for the student including:
    - a single bedroom, unless a student has specifically requested shared accommodation;
    - the necessity of informing the college if they provide homestay for students from any other school;
    - their obligation to provide adequate familiarisation with transport for students travelling between the college and homestay accommodation;
  - when a student is placed in homestay, the homestay family is provided with relevant information about the student, including contact details of the student's guardian (if different from the homestay) and the student's family;
  - counselling is available for homestay families if required;

*Further Details for Homestay Arrangements for Students:*

- students are required to advise college of any special homestay requirements eg. Diet, allergies etc.;
- when homestay is allocated prior to students arriving in Australia, students (and their families) are provided with briefing kits before leaving their home country. This kit includes information on the following:
  - student's rights and responsibilities in homestay;
  - details of the student's homestay family, including address, family pets, hobbies, the ages of any children etc.;
  - household rules and routines relating to the use of the telephone, meals, smoking, alcohol, guests, curfews, household tasks, bathroom conduct, laundry, security etc;
  - students are required to adhere to the terms of the homestay agreement and respect all the homestay rules;
  - students must have permission from the Homestay Coordinator before moving from the homestay;
  - counselling is available for students regarding homestay if required.

### ***Dispute Resolution***

In the event of a dispute between the student and the homestay family the following procedure is followed:

- the Homestay Coordinator is responsible for facilitating communication between both parties with an aim to solving the dispute;
- where the dispute cannot be solved, arrangements must be made to transfer the student to a new homestay;
- where the quality of the homestay is in dispute, a reassessment is undertaken and if necessary, the homestay is removed from the register;

**Where students under the age of 18, the College ensures the arrangements made to protect the personal safety and social well-being of those students are appropriate.**

- 1) Where the College has taken on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who has not turned 18, the College:
  1. nominates the dates for which the College accepts responsibility for approving the student's accommodation, support and general welfare arrangements using the specified PRISMS pro forma letter
  2. advises Department of Home Affairs (DHA) in writing of the approval using the specified PRISMS pro forma letter
  3. has documented procedures for checking the suitability of the student's accommodation, support and general welfare arrangements, and
  4. advises DHA as soon as possible in the event that the under 18 year old student has changed his or her living arrangements or the College no longer approves of the arrangements for the student using the specified PRISMS pro forma letter.

- 2) Where Standard 5.1 applies and the student is under 18 with a student visa that covers multiple courses, the College with whom the student is currently enrolled is responsible for approving arrangements for the student's accommodation, support and general welfare during that nominated period.
- 3) Where Standard 5.1 applies and the College terminates, suspends or cancels the enrolment of the student, the College continues to check the suitability of arrangements for that student until:
  1. the student is accepted by another registered provider and that College takes over the responsibility for approving the student's accommodation, support and general welfare arrangements
  2. the student leaves Australia, or
  3. other suitable arrangements are made that satisfy the Migration Regulations, or
  4. the College reports under Standard 5.1.d that it can no longer approve of the arrangements for the student.
- 4) Further Detailed Procedures:
  1. When the College approves the welfare arrangements for under 18 students, the College nominates the period the College approves the welfare arrangements. The College nominates a minimum period of CoE plus seven days at the end of the CoE, or if the student turns 18 during the course, the College must nominate a period of the start of the CoE through until the student's 18<sup>th</sup> birthday. CoE plus seven days is a minimum requirement only, the College may nominate to commence and end approval of welfare arrangements for a longer period and this may be advantageous to the student.
  2. Adequate welfare arrangements for an under 18 year old student will be included in Schedule 1 as a time of application requirement for onshore student visa applications.
    - Onshore under 18 year old student visa applicants will need to show that they have adequate welfare arrangements in place at the time they lodge their student visa application in order to submit a valid application.
    - Evidence of adequate welfare arrangements at time of application can be demonstrated by either:
      - A CAAW letter with a commencement date that either starts the day after the student's current visa expires or begins before or on the date the student lodges their new student visa application or
      - They have a parent or suitable relative in Australia on a visa that permits them to remain in Australia during the student's studies or the parent or suitable relative is lodging a student guardian visa application.
    - In order for the student to meet the Schedule 1 requirement, where the College undertakes to approve the welfare arrangements for an under 18 year old student who is lodging an application onshore, the College nominates a commencement date that either starts the day after the student's current visa expires or begins before or on the date the student lodges their new student visa application.
    - In enrolling under 18 year old students already in Australia, the College informs students during the recruitment phase that the student will need to have welfare arrangements in place at the time they lodge their student visa application.
  3. Student visa condition 8532 will be amended to require that if the student visa holder has not turned 18 and approval for the visa holder's accommodation, support and general welfare is being provided by the College, the visa holder must not enter Australia before the welfare arrangements are due to commence.
    - A student whose welfare arrangements are approved by the College is not permitted to travel to Australia until the commencement date of welfare arrangements nominated by the College on the CAAW letter.
    - If the student does arrive in Australia before the welfare arrangements are due to commence, their student visa may be subject to cancellation.
    - As under 18 year old students whose welfare arrangements are approved by the College cannot travel to Australia until their welfare arrangements are due to commence, the College nominates a commencement of welfare arrangements date at least a week before the start date on the CoE to allow the student time to travel to Australia and settle in before commencing the studies.
    - The College reinforces to these students that they shouldn't travel to Australia before the commencement date of their welfare arrangements as nominated on the CAAW letter.
    - The College advises DHA as soon as possible in the event that the under 18 year old student has changed his or her living arrangements or the College no longer approves of the arrangements
    - If the College reports the student for changing his or her living arrangement and the College approves of the changed arrangements, DHA will be informed of the change but no further action will be taken.
    - If the College reports the student for changing his or her living arrangements and the College no longer approves of the arrangements, the student is in breach of student visa condition 8532 and their visa may be subject to cancellation.

***If the College enrolls students under 18 years of age who are living with a parent or a suitable nominated relative (as defined by DHA on its website), the College will have evidence of complying with 3.11 of the NSW Education Standards Authority (NESA)'s Guidelines including:***

- records for each student living with a suitable nominated relative, that parent's have approved of the arrangements
- a policy and procedures for monitoring the living arrangements of students living with a parent or a suitable nominated relative including procedures for responding to concerns about the accommodation or welfare of a student under 18 years of age raised through the College's monitoring or any other credible source of information.

If there are concerns about the accommodation or welfare of such a student as above under 18 years of age raised through the College's monitoring or any other credible source of information:

1. The College's Counsellor/s immediately contact the student's parent/s or guardian by telephone (also, by email) and inform them of the details of incident and about actions taken by the College.
2. At the same time, the Counsellor informs the Principal, Registrar and Chief Executive Officer of the details of incident and action taken and the parent or guardian's response, further arrange a meeting among the Principal, Registrar and Chief Executive Officer.
3. At the meeting, review the action taken and discuss about any additional actions required.
4. All the above will be recorded in the student's file.

## **Monitoring Procedures of Student's Accommodation and Welfare**

1. Monitoring of host family will be done on a regular basis, every 6 months.
2. The persons who are involved in such an inspection (first time only) will be:
  - Jamie de Leon
  - Duke Ihara – Park
3. Form to Use:
  - Monitoring Audit Report by ways other than physical visit of Guardian / Host Family and Welfare
4. Reference Documents:
  - 1) Homestay Manual
  - 2) Homestay Manual for Young Students
  - 3) Guardian / Homestay
  - 4) Younger Students (Procedures for Checking Suitability of Accommodation, Support and General Welfare Arrangement)
  - 5) Younger Students
  - 6) Policies and Procedures for Young Students and Requirements and Conditions of Guardianship
  - 7) Conditions of Guardianship
  - 8) Further Details about Guardianship / Its Arrangement
  - 9) Principles & Guidelines for Student Protection
  - 10) Pastoral Care Policy
  - 11) Policies and Procedures for Protecting and Supporting Children and Younger People

### ***Guardianship***

The provision of a guardian is a DHA requirement for all students under the age of 18. Parents are briefed on the role of the guardian in order to make an informed decision on whether they or the college will make the appointment.

*The Guardianship Policy of the College is as follows:*

- The college ensures that a responsible adult is nominated to act as guardian by:
  - the student's parents or custodian or
  - the college
  - in either case, documentation is provided to support the nomination and
  - the guardian must inform the college immediately of any changes to guardianship arrangements eg. Change of contact details, prolonged absences.

*In cases where a guardian is appointed by the college, the college ensures that the guardian:*

- is an adult with a genuine concern for the welfare of the student;
- has knowledge and appreciation of the student's culture;
- is not overcommitted by having responsibility for more students than can be adequately provided for;
- receives a written policy outlining guardianship duties and responsibilities;
- accepts in writing, guardianship duties and responsibilities;
- has contact when required with college staff, homestay family and the student's parents as appropriate;
- is fluent in English and has an understanding of Australian laws, rules and regulations
- is provided with regular reports and information regarding the student's progress;
- is aware they must be contactable by the college in times of crisis or emergency any time of day or night (24/7); and
- is a permanent resident of Sydney or has the right to remain in Australia for the period that the student is under 18 years of age.

*In cases where a guardian is selected and appointed by a student's parents or custodian, the college ensures that:*

- The only person(s) who may be nominated as a guardian by a parent or custodian is a relative of the student, is at least 21 years of age and of good character;
- A relative eligible to be nominated as a guardian includes a brother, sister, step-parent, step-brother, step-sister, grandparent, aunt uncle, niece, nephew, step-grandparent, step-aunt, step-uncle, step-niece or step-nephew;
- Only a parent of the student or a custodian will be allowed to nominate a guardian for the student;
- it maintains up-to-date and accurate records of guardianship, including guardians' names and contact details;
- the guardian is provided with regular reports and key information regarding the college and the student's progress;

- the guardian is aware they must be contactable by the college in times of crisis or emergency any time of day or night (24/7); is available to the college in times of crisis or emergency;
- the guardian is a permanent resident of Sydney or has the right to remain in Australia for the period that the student is under 18 years of age;
- the guardian receives a written policy outlining guardianship duties and responsibilities;
- the guardian accepts in writing, guardianship duties and responsibilities;
- the guardian is an adult with a genuine concern for the welfare of the student;
- the guardian is not overcommitted by having responsibility for more students than can be adequately provided for;
- the guardian has contact when required with college staff, homestay family and the student's parents as appropriate;
- the guardian is fluent in English and has an understanding of Australian laws, rules and regulations.

### **Guardian Responsibilities**

Guardianship includes, but is not limited to, the following:

- visiting the student on arrival in Australia;
- providing parents with information about the homestay environment;
- ensuring that the student is familiar with the transport system;
- assists the student with establishing a bank account;
- regularly interviews each student and reports to parents;
- makes after hours and weekend contact with the student and the homestay family;
- provides emergency telephone contact and support for student after hours;
- maintains contact with the college regarding academic progress and general welfare; and
- immediately reports to the parents any concerns regarding the student's health, accommodation, academic progress and general welfare.

### **Counselling**

Counselling is available to all students for both academic and personal issues. As stated elsewhere in this document, counselling is also available for homestay families and guardians when required.

Where necessary, arrangements can be made for students to receive specialised counselling off campus.

### **Policy: Students with Special Needs**

The College recognises the worth of all potential students and the benefits to all groups in society of being inclusive. This means that the College will not only seek to not discriminate against individuals with special needs, but will always try to actively include them by finding ways to accommodate special needs within the resources of the College.

This may mean, for example, changes in the way that assessment tasks are conducted, changes to classroom procedures (where this does not disrupt the learning of other students), allowing the audio recording of lessons and teaching other students to be sensitive to, tolerant of, and helpful towards, any student with special needs.

Needs flagged at the time of enrolment, which the college believes cannot be met due to insufficient resources etc, will result in a recommendation that the student attend another institution, with facilities designed for those with special needs.

In the particular case of non-English speaking background students, the College is largely focussed on their needs, as an international college, and offers support in our intensive English College, Specialty Language Centre, operating at the same premises and under the same management. The students take subjects that are appropriate for their language abilities, namely Fundamentals of English and English as a Second Language. Students are screened either before they enrol in the Senior Secondary College, or as soon as they arrive on-shore, to ensure that their English language skills are sufficient to cope with the two year Stage 6 courses that they will undertake. If necessary, extra language support can be arranged at any time.

### **Policy and Procedure for Unwell Students**

#### **Principles:**

1. Whenever possible, students take responsibility for any medication they take.
2. Except for Panadol (given according to instructions on packet), students should be referred to a doctor or hospital when not well, unless the situation is an emergency and the principal (or delegated person) has reason to believe that medication has to be taken immediately.
3. The college has a duty of care towards all students and will fulfill its responsibilities in that respect.

#### **Policy**

1. Students may be given Panadol (according to the instructions on the packet) by the principal or delegated person. A note recording this should be put in the student's file. Except in the case of 2 above, no other medicine will be administered to students.
2. When a student is unwell, he/she should withdraw from the class and rest in the sick bay, while the college contacts the guardian (if a student is under 18 years old), to let them know the situation. The guardian then decides what should happen, or the student, if he/she is over 18 years old. This may be any of the following:
  - a) The student goes home.
  - b) The student waits at the college for the guardian or another responsible person such as a homestay parent, to collect him/her.
  - c) A member of staff takes the student to the doctor or hospital.

3. In emergencies where time is important, the college may take the student for medical treatment without the guardian's or student's permission.
4. Where there is a persistent health problem over a period of time, the Principal must contact the guardian (if the student is under 18 years old), or counsel the student (if the student is over 18 years old).

## Homework

1. The purpose of homework is, by a partnership between parents, teachers and students, to encourage students to consolidate and extend work done in class and could include:
  - Work set by the teacher in class that day and to be completed for the next lesson.
  - Research assignments to be submitted by a due date.
  - Practice of skills learnt, (i.e. practical work, rehearsal, etc.).
  - Regular revision and consolidation in all subjects.
  - Exam preparation.
  - Extension work designed to challenge students and broaden their experience.
2. Students should be encouraged to:
  - Develop the habit of study, at as early age as possible.
  - Foster an orderly approach to work and self-discipline necessary to work regularly and alone.
  - Plan their study so that they can meet deadlines for assignments and projects.
  - Have a regular timetable for home each weekday/weekend.
  - Develop research skills and engage in self-directed learning.
3. Principal is expected to:
  - Establish and regularly review the homework procedures and practices consistent with College Policy.
  - Regularly monitor homework set by teaching staff.
  - Devise extension programs to stimulate gifted students.
  - Devise programs to assist slow learners.
4. Teachers are expected to:
  - Set regular homework.
  - Keep a record of homework set.
  - Regularly check that students have attempted set homework.
  - Keep a record of homework completed by their students.
  - Provide extension work to challenge gifted students.
  - Return marked assignments/tests promptly to their classes.
  - Ensure homework is recorded in the file.
5. The College will be expected to communicate this policy to guardian and students.

## Care Arrangement Procedures under new regulation

The Australian Government Department of Home Affairs (DHA) have established immigration requirements relating to the care of students under age 18. The law specifies that the only person who may be nominated as a carer of an underage student is a relative of the student (*a relative is defined as a parent, spouse, de facto partner, a child, brother or sister of the applicant, step-child, step-parent, step-brother or step-sister of the applicant, grandparent, grandchild, aunt, uncle, niece or nephew, or a step-grandparent, step-grandchild, step-aunt, step-uncle, step-niece or step-nephew of the applicant.*) who is over 21 years of age, with a police clearance to establish good character.

If it is not possible to nominate such a carer, the education provider needs to approve care arrangements for the underage student. When our college signs the welfare letter required for student visa processing we are taking on an important responsibility by confirming to DHA that appropriate arrangements have been made for the student's accommodation, support and general welfare.

Our college has procedures in place to ensure that the responsibilities it undertakes in signing welfare letters for underage students are fulfilled. The procedures specify that underage students who are issued with a welfare letter must agree:

### a) To stay in a homestay arrangement approved by our college until he/she turns 18 years of age

Our trained staff member will visit the homestay home and meet with the host family to ensure the accommodation and welfare arrangements are adequate. The trained staff member will maintain contact with the homestay host and revisit the accommodation to ensure that the arrangement continues to be appropriate for the student.

### b) To attend regular scheduled meetings with a Student Advisor

These meetings give the student an opportunity to discuss any concerns they may have about their accommodation and host family, academic progress and any other personal issue that may be affecting their wellbeing.

Our college will report back to the underage parents of the underage student if there are concerns about the student's care arrangements or wellbeing. Our college will monitor the care arrangements of underage students through the regular meetings held with the student by a Student Adviser, with continuous monitoring of attendance, feed back from teachers and through ongoing discussions with the students host families.

## Issuing a welfare letter from our college to allow visa processing

Students wishing to have our college approve their care arrangements will be sent our relating forms.

Our college will issue the required welfare letter after both forms have been completed and returned.