

Pastoral Support Policy

Date established:	December 2008
Updated:	Nov 2025
Reviewed:	Annually
Purpose:	This policy aims to set out MITSkills' position regarding the provision of Pastoral care to learners

Policy Statement

MITSkills has committed itself, through its Quality Improvement Plan and operational priorities, to provide pastoral support for all its learners. The Policy, supported by specific policies and procedures, provides a framework within which pastoral support is provided.

Learners

- Our aim is that support fits the wider needs of learners, is personalised and flexible, but robust. Pastoral support arrangements are in place for all our learners.
- Learners have input into determining the type of support that is offered.
- Focus is on positive outcomes for learners:
 - Learners remain engaged
 - Learners progress into further training
 - Learners provide positive feedback on support received.
 - Learners have confidence in their Assessors/Tutors and feel able to approach and discuss sensitive issues with them. HTQ/Foundation course learners will also have access to Pastoral support from the partner University (refer to the appropriate University Guidance)

Staff

- An appropriate and effective relationship is built between the Work-Based Trainer/Tutor/Pastoral Tutor and learner, e.g., the relationship should be about learning and not 'parenting'; the role of the Work-Based Trainer and Tutor for Pastoral Care (Guidance) is integrated into the role of teaching.
- Regular meetings of Work Based Trainer/Tutor/Pastoral Tutor take place: 1 to 1 and/or small group – arrangements exist to give necessary time to these meetings.
- Work-based trainers/Tutors/Pastoral Tutors and Managers are aware of the procedures necessary to be able to deal with pastoral issues directly or refer them on to the appropriate internal or external services.
- Staff need the following attributes, skills, and knowledge to provide effective support:
 - Enthusiasm
 - Commitment
 - Empathy
 - Clarity of role
 - Up-to-date information on company and government policies
 - Appropriate training and development

Organisation

- MITSkills' values and ethos promote pastoral support.
- MITSkills commits to delivering pastoral support.
- MITSkills HR Manager and Directors will ensure sufficient resources are available to provide pastoral support with a named lead for key policy.
- There is an integration of academic and pastoral support to help reinforce individual and learning targets.
- MITSkills has a clear concept of support in the organisation. It has been well thought through and is translated into appropriate policy, structures, and systems. This is articulated to all members of staff through our management ethos, policies, and communications.
- There is access to a range of pastoral support services and signposting where appropriate for finance, housing, counselling, childcare, etc., which may be particularly important in helping learners requiring additional support.
- Easy sign-posted guidance to external independent support is available to learners as and when needed, through a variety of media, e.g., person to person, by electronic means, and named support staff, etc.
- Good tracking and prompting arrangements exist to support learners on matters impacting learning, with signposting to appropriate sources of help (including external help), and this is given in a timely manner. Importantly, learners are regularly given the opportunity to discuss extra support, and where support issues are identified, they are addressed promptly in line with relevant legislation.
- Programmes are designed to build self-reliance and self-confidence in learners and to develop their communication and team-working skills, so that they are encouraged and become 'effective users' of pastoral support services.
- A proactive Equality and Diversity policy is used as a means of driving forward pastoral support provision.
- The Pastoral support system is learner-centred.
- Established processes exist for dialogue with employers.
- MITSkills will monitor and evaluate the effectiveness of our pastoral support offer and availability to learners.

The Managing Director will be ultimately responsible for Pastoral Care and ensuring appropriate structures are in place. He will ensure that there is an operational Lead for Pastoral Support.

There will be a named **Pastoral Support Lead** responsible for ensuring that operationally there is an effective development plan for the delivery of Pastoral Care, including named linked key policies and procedures as part of the quality improvement plan. Individual Learner complaints related to Pastoral Care are to be dealt with in line with MITSkills' complaint policy, supported where appropriate by the Pastoral Support Lead.

The named Pastoral Support Lead is Christine.Bentley@mitskills.com

The linked key policies and procedures are named below, and the Pastoral Support Lead retains overall responsibility for liaising and agreeing operational plans related to pastoral support.

HR will be responsible for ensuring there is an agreed training plan and CPD plan.

Work-based trainers, tutors and staff are responsible for ensuring that they adhere to policies, procedures and processes that underpin the Pastoral Support Policy and named Key Policies and procedures.

The following Key Policies and Procedures support pastoral care:

Safeguarding Children and Protecting Vulnerable Adults Policy

Information, Advice and Guidance Policy

Learner Code of Conduct and Disciplinary Procedure

Learner's Charter

Complaints and Feedback Policy

Reasonable Adjustment and Special Consideration Policy

Prevent Policy and Anti-Extremism

Date Reviewed	26/11/25
Reviewed	Annually
Version Status	Approved
Approved By:	 Company Director: Date 26/11/25