



**OXFORD  
International  
College**

A NORD ANGLIA EDUCATION SCHOOL

## STUDENT PASTORAL AND WELFARE POLICY

POLICY INTENDED FOR:	Students
CATEGORY:	Pastoral Care
POLICY IMPLEMENTED BY:	Vice Principal
REVIEWED BY:	Vice Principal Pastoral
REVIEW DATE:	August 2024
FUTURE REVIEW:	August 2025

### The Three Pillars

The three pillars of Oxford International College (OIC) are:

- Academic Excellence
- Personal Development
- Career and University Pathways

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## **AIMS, GOALS AND OBJECTIVES**

The Pastoral and Welfare Policy at Oxford International College sets out the main objectives of the college in terms of caring for the students. The Pastoral and Welfare Team aims to meet the needs of all students in terms of their personal and practical requirements and in terms of their physical health, mental health, wellbeing and special educational needs. As such, the Pastoral and Welfare Team at the College consists of a variety of staff with different skill sets, qualifications and experience.

The College aims to provide a high level of care, reassurance and support in a safe and secure environment, thereby enabling our students to grow in confidence and self-esteem whilst at the same time preparing them for their next steps in life.

In order to achieve our goals, we rely on working within a strong and supportive community and therefore we work closely with teaching and boarding staff as well as with our students and their families. In some cases where it is appropriate, we work with external agents such as CAMHS, educational guardians, guardianship companies, academic agents and Educational Psychologists.

As well as the support network surrounding each student (made up of teachers, house parents, Academic Strategy Teachers, Boarding Mentors, Nurses, friends and staff), each young person is allocated with a Welfare Officer. Individual one-to-one meetings take place termly and, in addition to these regular check-ins, students are encouraged to contact their welfare officer for extra meetings or a quick catch-up whenever they need some extra support, advice, help or just for a cup of tea and a chat.

## **BOARDING**

The allocation of boarding 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. Experiences in the boarding houses and college day, be it lessons, pastoral sessions or activities all contribute to providing wrap around pastoral care and welfare focused on the student's wellbeing.

At the admissions stage, students can select from a range of accommodation including single en-suite, shared en-suite and studios. All rooms are furnished and conform to national minimum boarding standards.

Boarding students under 18 live in fully supervised Boarding Houses with House Parents and Boarding Managers, including awake night House Parents and Boarding Managers. One of our houses, Student Castle, caters for Over 18s. Supervision is discreet but firm, and encourages a blend of independence, responsibility and industry. Supervision also provides support in times of illness, need and emergency.

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

All students must adhere to Exeat rules and curfew.

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

All students must place an exeat request when planning to leave the School overnight, or to attend an educational visit or interview resulting in missed 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 are checked by the Attendance and Exeat Officer and approved by the Director of Boarding, but House Parents/Pastoral/Senior Team may also be involved. For more information, please see the Exeat Policy.

A 24-hour emergency phone support system is 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 provided for counselling and support services. Curfew checks are undertaken each night and investigated and documented as appropriate.

Students should not have guests (residents or non-residents) in their rooms, only in communal areas (except for 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 made available to both parents and agents. Students are also given their own copy of the student handbook on arrival.

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

The College has a clear policy on administration of medicines (see doctors/ill students' section below).

Telephone numbers of independent persons are posted in College. All staff in contact with students have been subject to DBS checks.

Students can access any support, ask questions or raise a complaint or concern with any member of staff. In addition, posters with links to the College 'Tell Us' procedures are in all college and boarding buildings. These allow students to ask questions and seek support if they are less confident in approaching staff face to face. We guarantee to respond to these issues within 24 hours. Students are also provided with copies of Student Health Magazine which covers a wide range of PHSE topics.

## **WORKING TOGETHER AT COLLEGE**

In order to achieve our aims, our Pastoral and Welfare Department works closely with the academic and boarding teams to build a picture of the needs of our students and to ensure that any matters that occur outside of the college day are picked up promptly. These might include sickness, accidents, low mood, anxiety, depression, poor attendance, behavioural difficulties, worries about home, bereavement, etc.

## **VULNERABLE STUDENT MEETINGS (VSM )**

VSM meetings occur on a Monday morning from 9.30 – 11.30 am. The meetings are chaired by the Wellbeing Lead. A live shared agenda is circulated in advance of these meetings and every attendee is invited to complete the agenda with student concerns. The concerns are discussed during the meeting and actions are then decided upon. The Wellbeing Lead circulates the minutes via a shared document and then adds specific concerns and agreed actions to the safeguarding software, CPOMS.

Meetings are attended by the whole pastoral team including the Head Counsellor and the College Nurse(s). Other attendees include the Director of Studies and the Attendance Officer as well as the Director of Boarding or Boarding Managers.

## **INTERNATIONAL STUDENTS**

The college is mostly made up of international students and many are living away from home and in a new country for the first time. Whilst the Admissions process and pre-arrival information form will have given us some idea of each student's need, often we will rely on the process of getting to know the students to really understand what works best for them and whether any reasonable adjustments might need to be made including dietary requirements, special educational needs, medical needs, any early issues around making friends and settling away from home for the first time.

## **STUDENT SERVICES**

Once students have completed the admissions process, their next point of contact will be with members of the Student Services team. At this point in their journey, they are learning more about the college and preparing for their OIC experience.

Student services will answer questions and liaise with students about the practicalities of arriving at a new College in a new country. Their department will organise airport transfers and inform students about their new living arrangements, boarding house, house parent, etc. They will also offer guidance about:

- Knowing where to seek help and advice within the college.
- Knowing who to turn to for support – each student has a welfare officer.
- Opening a bank account.
- Registering with a GP and dentist – this is done in advance of arrival.
- Locating ATMs and other survival basics.

## **STUDENT INDUCTION**

The Pastoral and Welfare team rely on the induction process for an opportunity to get to know students for the first time. This process is deliberately constructed in a way that breaks students up into groups for ice-breaker sessions as well as for social and fun activities that allow them to interact with each other

and with us. Examples include pottery painting, cheesecake making, “getting to know each other” ice-breaker sessions and the “getting to know Oxford” hunt. Student induction starts with presentations on boarding, living in Oxford and understanding the NHS and GP systems. It ends with an evening event which can be a dinner and trip to the cinema or something more active like Junkyard Golf followed by dinner.

## **MEDICAL**

### **First Aid**

First Aid kits are kept in every Boarding Houses and maintained by the Nurses/HCA. There are a range of First Aiders in school 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 on how to medicate and contra-indications of medication.

All medicine administered are logged on the students’ ISMAS database and an automatically generated note is sent to the Medical School Nurses informing them of the medication given. Medication given or first aid administered must be entered onto ISAMS. All student accidents must be logged on Sphera.

The Nurses in Charge of the Medical rooms trains staff administering medication and all House Parents must complete an administration of medication course. The Nurses, assisted by the Director of Boarding, 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 school, students complete GP registration forms. When students come for less than 6 months, they must 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 School Nurses. Arrangements are made with local dentists and opticians as required.

The Medical/Welfare team has access to the local surgery and named Doctors 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 Boarding Houses, this will be checked by House Parents. They will either be sent to the Medical room, or if too ill to be moved, special arrangements will be made as required.

Food is provided as required. The school Medical rooms are available throughout the day and is staffed by the nurses or in their 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 an SEND Policy to help students with specific learning needs.

### **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 ISAMS.

Medical information is copied onto ISAMS and is disseminated to House Parents on a need-to-know basis, by the Nurses or the Director of Boarding.

Key contact information on all students is kept on the School Information system (ISAMS) which can be accessed by all staff. Remote access into the information system is available for House Parents.

Information given by a student to the doctor is treated as strictly confidential and not accessible to school 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.

### **PERSONAL, SOCIAL, HEALTH AND ECONOMIC EDUCATION (LIFE SKILLS)**

The detail of our policy and practice in this area is set out in the schemes of work for the Personal Social Health and Economic Education (PSHE) programme and in the College's policy on the Spiritual, Moral, Social and Cultural development of students.

The PSHE curriculum (known as Life Skills) is broad and wide-ranging and covers personal, social, moral, health and economic education. It is designed to inform; to help develop Life Skills; to stimulate students into thinking critically about moral, ethical and social issues; to appreciate that different people may hold different views; to develop the ability to articulate one's own opinions while being able to listen to others and to respect their points of view, and to foster tolerance of other people and lifestyles, with particular regard to the protected characteristics under the Equality Act 2010.

The OIC Life Skills curriculum is in line with the College's aims and ethos and helps students to reflect upon their aptitudes and interests and to use this knowledge to make good decisions about their GCSE, A level and post-A level choices alongside our careers programme. It reflects the College's ethos of effective personal development and careers and university pathways.

### **RELATIONSHIPS AND SEX EDUCATION**

OIC provides relationships and sex education as part of its Personal Social Health and Economic programme as well as through assemblies and visiting experts. The Life Skills curriculum is designed to help young people to develop self-esteem, self-responsibility as well as the understanding and attitudes that will help them to form caring stable relationships. As in other aspects of college life, the curriculum offers a broad and balanced view which reflects the nature of the world in which we live and which fosters a respect for the rights, beliefs and lifestyles of other people, reflecting current legislation and paying regard to the protected characteristics under the Equality Act 2010.

The OIC curriculum meets the regulatory requirements of the Relationships Education, Relationships and Sex Education (RSE) and Health Education (2019, updated September 2021). Every student who is in secondary education is provided with relationships and sex education (except so far as a student is excused as mentioned in ISSR Part 1 paragraph 2A (2)).

For **further** details see the OIC Relationships and Sex Education Policy.

### **PROVISION OF EXTRA - CURRICULAR ACTIVITIES**

The College prides itself on being a strong academic College where a large part of the focus is on academic success. There are, however, opportunities to engage in a variety of extra-curricular and co-curricular activities during students' time here.

During the year, specific College activities are organised within and outside College to encourage students to socialise, communicate and enjoy a sense of participation within a community.

The students are encouraged to participate in a Student Council which identifies students' interests and requests the provision of activities and facilities.

### **FURTHER INFORMATION**

For further information about Student Pastoral & Welfare at OIC please speak with Vice Principal

[contact@oxcoll.com](mailto:contact@oxcoll.com)

Oxford International College  
1 London Place  
OX4 1BD