

Policy Owner:	Principal
Contact Officer:	Academic Manager
Approved by:	Management Board
Date Approved:	September 2008
Last Reviewed:	May 2017
Related Policies:	Student Interview Procedure Student Complaints & Appeals Procedure Student Critical Incident Procedure Code of Behaviour for Students Under the Age of 18 Student Attendance Policy Student Academic Performance Management Policy and Procedure. ELICOS National Standards P6.9

1. Overview

The provision of care and guidance (pastoral and otherwise) at Phoenix is based on the concept of the Academy as a family community. Although there are dedicated members of staff allocated for Student Services and associated care of students, **all** members of staff share the responsibility for pastoral care and giving general assistance and information to students.

The Student Handbook describes in detail a list of care responsibilities allocated to specific staff however a summary of areas covered by counselling services provided by suitably qualified staff follows:

- Personal, emotional and cultural issues
- Study skills
- Education information and further study opportunities
- Information on student visas, student health cover and student obligations with regards to their visas.
- Issues relating to homestay and other accommodation

2. Student Assistance

There are several processes in place at the Academy to ensure that a student receives the appropriate assistance when they require it.

All staff are made aware, as part of their induction process, of the following student management policies and procedures.

1. Student Interview Procedure
2. Student Complaints & Appeals Procedure
3. Student Critical Incident Procedure
4. Code of Behaviour for Students Under the Age of 18
5. Student Attendance Policy
6. Student Academic Performance Management Policy and Procedure.
7. Summary information on ESOS and the National Code and students' rights and responsibilities within this framework.

In all cases students have the right to request an interview with the Principal of the Academy should they not be satisfied with any aspect of the service they have received at the Academy.