



WESTERFIELD COLLEGE

LEARNING AND ENRICHMENT CENTRE

Discover. Lead. Excel.

Document Reference No	WC31
Document Title	Student Welfare and Pastoral Support Policy
Version	Version 1.1 (Final Integration)
Status	Draft
Reviewing Member of Staff	Centre Manager
Review Date	June 15, 2026
Review Cycle	Annually

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IMPACT THE CHILD... IMPACT THE WORLD.

1. Introduction & Core Ethos

Westerfield College Learning and Enrichment Centre is committed to providing a safe, inclusive, and supportive learning environment that promotes academic excellence, personal growth, and social responsibility. We believe that student welfare and robust pastoral care are the foundational pillars upon which all academic and personal achievements are built. Every young person entrusted to our care has an absolute right to comprehensive emotional, physical, and psychological support throughout their educational journey.

Given the short-term, intensive nature of our enrichment programmes (typically lasting 1 to 2 weeks), international and domestic students can experience accelerated social pressures, homesickness, or acute culture shock. This policy ensures that pastoral care is proactive rather than merely reactive. We focus genuinely on the individual, ensuring each student receives robust pastoral support and breadth of opportunity while continuously striving towards excellence.

This policy is one of a series of interconnected institutional policies that, taken together, are designed to form a comprehensive statement of the Westerfield College Learning and Enrichment Centre's aspiration to provide an outstanding education for each of its students, alongside the explicit mechanisms and procedures in place to achieve this. Accordingly, this document must be read in conjunction with overarching frameworks covering Equality and Diversity, Health and Safety, and Safeguarding and Child Protection.

All of these frameworks have been written, not simply to meet statutory and other regulatory requirements, but to enable and evidence the practical work that the entire centre community is undertaking to ensure the implementation of its core values. All outcomes generated by this document must take account of and actively seek to contribute to safeguarding and promoting the welfare of children and young people at Westerfield College Learning and Enrichment Centre. While this current policy document may be referred to elsewhere in centre documentation, including particulars of employment, it is strictly non-contractual.

2. Governance, Compliance & Professional Assurance

To ensure absolute regulatory compliance, protect student welfare, and implement industry best practices, Westerfield College Learning and Enrichment Centre contracts the services of or aligns its procedures with certified third-party organisations and external advisory bodies for:

HR and Employment Law guidance.

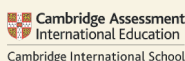
Health and Safety compliance and specialised insurance cover.

Disclosure and Barring Service (DBS) check processing.

Mandatory Safeguarding, Mental Health First Aid, and Restorative Practice training for staff.

Data Protection and GDPR guidance.

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3. Definition of Terms

To ensure absolute operational consistency across all welfare interventions and pastoral workflows, the following definitions apply:

Pastoral Care: The overarching system of targeted emotional, social, and spiritual support designed to nurture the well-being of every student and remove barriers to engagement.

Welfare Concern: Any observable change in a student's behaviour, appearance, emotional state, or academic output that indicates they may be experiencing distress, vulnerability, or harm.

Independent Person: A verified, external professional or advocate who is entirely unconnected to the administrative operations of the centre, available for students to contact directly regarding personal grievances or severe distress.

Employee / Staff: Refers to any individual who is classified as an employee, worker, volunteer, or contractor working with and on behalf of Westerfield College Learning and Enrichment Centre.

Parent / Guardian: In alignment with Section 576 of the Education Act 1996 and updated Department for Education (DfE) statutory guidance, a 'parent' in relation to a child or young person is defined broadly to guarantee all legal caretakers are involved in welfare tracking workflows. This includes biological parents, individuals with formal legal parental responsibility, or anyone who has day-to-day care of the child.

4. The Pastoral Structure and Support Framework

4.1 On-Site Welfare Roles

To manage the compressed timelines of short-course delivery, the centre implements a multi-layered pastoral net overseen by the Centre Manager:

Pathway Leaders and Tutors: Act as the primary daily point of contact for students, conducting morning check-ins and observing peer interactions.

Centre Manager and Senior Staff: Serve as the escalated pastoral escalation point, coordinating targeted welfare interventions and direct parent communications.

Residential House Parents: Provide 24-hour physical and emotional supervision within the student accommodation quarters, managing evening integration and overnight welfare checks.

4.2 Induction and Cultural Orientation

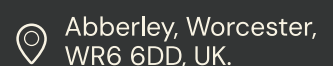
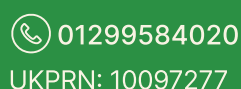
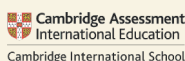
On the first day of arrival, all international and domestic students undergo a compulsory, comprehensive pastoral induction. This orientation covers:

Clear parameters regarding personal safety, British law, and emergency campus contacts.

Guidance on recognising and processing homesickness, loneliness, and physical fatigue.

Introduction to the centre's zero-tolerance stance on bullying, harassment, and discrimination under policy WC30.

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5. Proactive Welfare Monitoring and Rapid Intervention

Staff Identifies Concern -> Immediate Centre Manager Review -> Parental and Agent Consultation -> Targeted Support Plan / Medical Referrals

5.1 Early Identification Parameters

In alignment with advanced independent boarding sector standards, staff are trained to look beyond obvious disciplinary issues to identify hidden vulnerabilities. Staff must log an immediate welfare concern if a student exhibits:

Sudden withdrawal from social groups or refusal to participate in communal activities.

Uncharacteristic patterns of poor punctuality or unexcused classroom absences under policy WC29.

Significant changes in personal hygiene, dietary habits, or sleeping patterns.

Persistent signs of emotional distress, acute anxiety, or panic.

5.2 Accelerated Intervention Protocol

The Welfare Logging: Any observed concern must be formally logged in the centre's secure tracking system within 2 hours of observation.

The Safe-Space Discussion: The Centre Manager, or a designated senior staff member, will immediately invite the student to a private, non-threatening environment to discuss their well-being and assess their needs.

Parental and Agent Engagement: If a student's distress persists or impacts their ability to engage with the short course, the Centre Manager will personally contact the parents, guardians, or educational agents within 12 hours to discuss a collaborative care strategy.

6. Managing Critical Welfare Crises & Medical Logistics

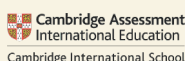
6.1 Mental Health Emergencies & Severe Vulnerability

Where a student experiences a severe psychiatric crisis, exhibits intentions of self-harm, or demonstrates behaviours that pose an immediate danger to their own safety or the safety of others, the Centre Manager will activate emergency protocols immediately.

Immediate Isolation and Care: The student will be gently placed in secure, private holding quarters under continuous, one-to-one supervision by a senior staff member.

External Medical Intervention: The centre will immediately coordinate with local National Health Service (NHS) emergency services, child adolescent mental health specialists (CAMHS), or private emergency medical teams covered under institutional insurance frameworks.

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6.2 Medical Repatriation Protocols for Short-Stay Students

Medical Assessment: If external medical or psychiatric authorities determine that a short-course student is unfit to continue their studies due to an acute health or psychological crisis, the Centre Manager maintains the ultimate authority to order their medical withdrawal to ensure their long-term recovery.

Travel Expenses: All financial liabilities associated with short-notice emergency travel, specialised transit logistics, medical escorts, or flight adjustments shall be borne entirely at the parents' or legal guardians' expense, in accordance with the contractual Terms and Conditions of Enrollment. The centre will invoice the family or deduct these expenses directly from any pre-paid deposits.

7. Accelerated Welfare Disputes and Appeals Procedure

7.1 Right to Fast-Track Review of Welfare Withdrawals

If parents, guardians, or international booking agents dispute a mandatory welfare-based withdrawal or medical repatriation ordered by the Centre Manager, they have an absolute right to an accelerated review.

Submission Timeline: The appeal must be submitted in writing via email to the CEO, Michael Dosunmu, within 48 hours of receiving the written withdrawal notice.

Safe Transit Continuity: To guarantee the medical and emotional safety of the child, lodging an appeal will not postpone an emergency repatriation flight. The student will travel home under supervised care as scheduled while the CEO reviews the case file.

7.2 Appeal Panel Resolution

The CEO, Michael Dosunmu, will convene an emergency review panel consisting of himself and at least one independent medical or senior educational professional completely detached from the original on-site intervention.

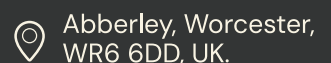
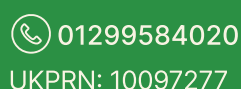
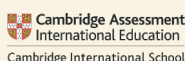
Final Decision: The panel will review all welfare logs, staff reports, and independent medical assessments. The CEO will issue a final, binding decision in writing to the parents within 3 working days, establishing any relevant fee refunds or insurance settlement support if the withdrawal is found to have been disproportionate.

8. Policy Review & Version History

8.1 Policy Review

To preserve absolute alignment with both statutory regulations and internal administrative shifts, this policy is subject to a formal, rigorous review cycle annually by the Centre Manager. If internal restructuring, legislative changes, or independent inspection assessments necessitate an earlier update, the review window will be moved forward accordingly.

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8.2 Version History

The table below tracks the complete evolution of this policy document:

No: 1

Revised on: 30th November 2024

Version: Version 1.0

Changes: Initial baseline formulation for student pastoral and residential care guidelines.

Approved by: Academic Board

Date of Approval: 30th November 2024

Revised by: Policy Lead

No: 2

Revised on: 14th June 2026

Version: Version 1.2

Changes: Comprehensive upgrade removing Designated Welfare Officer (DWO) specialized roles, shifting structural escalation workflows directly to the Centre Manager and senior tier, integrating short-course rapid welfare identification parameters, parental financial repatriation clauses for health-related withdrawals, and emergency appeal tracks under the authority of the CEO, Michael Dosunmu, and the Centre Manager.

Approved by: Centre Manager

Date of Approval: 14th June 2026

Revised by: Centre Manager

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