	Business Manual	
	No: 01.03.	**Rev: 1**
	Pastoral Care Procedure	

THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.

Pastoral Care PROCEDURE

PURPOSE

This procedure describes how the School of Business ensures timely, appropriate and confidential support is provided to students experiencing personal, academic or wellbeing challenges, enhancing their overall experience and success at the college..

SCOPE

The application of this procedure applies to all staff members engaging with students aged 18+ for pastoral care purposes, including domestic and (from 2026) international learners.

RESPONSIBILITIES

Pastoral Care Coordinator / Designated Staff Member Oversees implementation, training, and quality assurance.

Teaching & Support Staff Identifies concerns, initiates support, and documents interactions using the approved template.

Student Services / External Referrals Provides specialist support where necessary.

APPLICABILITY

This document is applicable to the following areas:

☒ All Company Activities

ABBREVIATIONS

ABBR	Meaning
BM	Business Manual
CAR	Course Amendment Request
T/A	Trainer/Assessor
IAW	In Accordance With
LMS	Learning Management System
PTE	Private Training Establishment
SME	Subject Matter Expert
TD	Training Developer
TrgMP	Training Management Package

DEFINITIONS

Term	Meaning
Policy	Deliberate statement of intent pertaining to a specific function within School of Business Ltd.

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REFERENCE DOCUMENTATION

EXTERNAL AND INTERNAL NON BM DOCUMENTATION

	Document Reference	**Document Title**
[1]	ASQA	

RELATED BM POLICIES AND PLANS

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1. Procedure Steps

Step 1: Identify Concern
- Concerns may arise via staff observation, student self-referral, peer report, or academic data (e.g. poor attendance).
- If urgent (e.g. safety risk), follow emergency response protocols.

Step 2: Arrange Contact
- Contact student within 48 hours of concern being identified.
- Meeting may occur in person, via phone or video depending on availability and student preference.

Step 3: Record Interaction
- Use the *Pastoral Care Record Template* to document:
    - Reason for care
    - Summary of discussion
    - Actions taken
    - Consent status
    - Follow-up plans

Step 4: Offer Support
- Provide relevant resources, referrals (e.g. counselling, financial aid), or schedule follow-ups.
- Respect student autonomy and cultural sensitivity at all times.

Step 5: Store & Manage Records
- Submit completed record to the Student Services Office for secure storage.
- Records must be kept confidential in alignment with the Privacy Act and internal policy.

Step 6: Follow-Up
- Check in with student on agreed date.
- Update record with outcome or additional support provided.

Step 7: Evaluate & Report
- Pastoral Care Coordinator conducts periodic reviews of records to monitor trends and improve services.
- Summary reports (non-identifiable) may inform strategic wellbeing initiatives.

Special Considerations for International Students (from 2026)
- Language assistance may be offered if English is not the student's first language.
- Consider cultural norms and background when delivering care.
- Emergency contacts may include family or support persons overseas.
- Additional support may be required for housing, visa-related stress, or cultural integration.