

STUDENT PASTORAL CARE POLICY AND PROCEDURES

For those undertaking a Sydney College of Divinity (SCD) degree or paper, SCD policies also apply. Where there is a conflict between this policy and the SCD policies, the SCD policies should be followed.

Purpose

To ensure all students at Te Kupenga – Catholic Theological College (CTC) are able to access the support they need to ensure their academic success and personal hauora (wellbeing), and that students at risk are identified and connected with support.

Principles

- 1) Students receive clear assistance to achieve in their academic study and pathways
- 2) Students are part of the CTC community, and their hauora (wellbeing) is valued
- 3) Students have accessible and non-intimidating channels for expressing concerns or grievances
- 4) CTC considers the safety of students, staff and public in all procedures relating to the students' involvement in programmes
- 5) Ensure all aspects of the Privacy Act and the Occupational Safety and Health Act are complied with in respect to student privacy and welfare

Processes

This section outlines the processes in place to ensure student support at CTC.

Pastoral Care Representative

The Pastoral Care Representative is someone students can go to for advice when they are struggling with an issue affecting their academic or College life. The Pastoral Care Representative is not a counsellor, but someone who is able to advise students on supports available to them and link them with services in a knowledgeable and caring way. The contact details for the Pastoral Care Representative are given to students as part of the orientation.

Student orientation

All new students are offered an orientation, whether they are classroom based or learning by distance.

On acceptance to CTC, students receive information which lays out guidance and support systems available to students. They also gain access to the CTC online learning system, which has orientation information. Students are also directed to the CTC website, which holds information about student pastoral care.

At the Auckland campus, before the first week of a semester the College provides an in-person orientation for all new students enrolled in the Bachelor or Graduate Diploma programmes. During the orientation, aspects of the Student Handbook relating to guidance and support systems are discussed with students.

Study Support

Students are advised to seek support from their lecturer when they need assistance or are finding a particular paper or assignment challenging. This is included in the student information provided and reinforced by lecturers.

Where further support for study is requested, including culturally appropriate, English as a second or other language, or disability-specific support, the College will work with the student to achieve this.

Pathways Support

Assistant Deans are available to advise students on paper choices, further study, or career options. Students will be advised of contact details as part of their orientation, and on the website.

Student Wellbeing

CTC recognises that hauora / wellbeing is important for all students. Students experiencing difficulties, whether connected to their study or in their personal lives, can receive support to connect with social services through CTC. The CTC Pastoral Care Representative, or another designated staff member, will assist students to connect with a GP, a Catholic social service agency, or other appropriate services according to their needs.

Student Representatives

Student representatives serve on the Board of Studies, Library Committee, Student and Business Systems Committee, and the Academic Advisory Board. Terms of Reference are available, and meetings are minuted.

Safety

CTC meets its obligations under Health and Safety legislation and has policies to address these. Students are provided with relevant information as part of their orientation.

All Te Kupenga personnel and students are encouraged to support each other and seek help when needed. Where anyone in the Te Kupenga community has reason to believe that someone's life is a risk, this is a valid reason to breach confidentiality, and CTC expects the risk to be immediately raised and authorities alerted.

Complaints and Concerns

Where a student feels that there has been a breach of this policy, they should refer to the Student Complaints, Grievances and Appeals Policy.

International Students are also able to make use of the government's International Student Contract Dispute Resolution Scheme (DRS) by contacting NZQA.

Review and Approval

The *Student Pastoral Care Policy and Procedures* are subject to the normal three-year review cycle. Review is the responsibility of the Academic Advisory Board, with approval by the Te Kupenga Governance Board.

Reviewed: []

Next review: []