



East Coast Apprenticeships

Pastoral Care Policy

What is Group Training Pastoral Care?

Group Training Pastoral Care is a unique service offered by Group Training to all our apprentices and trainees. It is a genuine commitment to the welfare and well-being of those indentured to East Coast Apprenticeships. Pastoral Care assists in developing positive self-esteem, strengthens courage, goal setting and negotiation, enhances protective factors contributing to resilience, and develops social cohesion improving overall health and wellbeing. It contributes to social, emotional and behavioural wellbeing. It develops ethical values and optimises learning and development outcomes in the course of an apprenticeship.

Values of Pastoral Care

The value of Pastoral Care can be most evident in young people undertaking structured apprentice training. They can be nurtured and supported by experienced Field Officers offering guidance, encouragement, positive influence, improved decision-making and increased self-esteem.

Formal and Informal Pastoral Care

Pastoral Care can be delivered both formally and informally. Formal Pastoral Care is a feature of structured induction processes and regular formal interviews. Informally, Pastoral Care can be provided during any conversation or engagement between Field Officers and an apprentice.

What is the responsibility of our Field Officers offering pastoral care?

Field Officers should encourage apprentices to be responsible for their own welfare and wellbeing. While offering advice and support, apprentices must make their own decisions. Field Officers must define boundaries of acceptable behaviour and other code of conduct requirements. Field Officers must monitor and follow-up on Pastoral Care. They should look out for signs that would indicate any underlying issue such as excessive sick leave, change in behaviour, constantly arriving late to work etc. Subject to confidentiality requirements, details of sessions with apprentices must be recorded in Personal File notes.

What is the responsibility of an apprentice receiving pastoral care?

An apprentice with East Coast Apprenticeships can rely on Pastoral Care support from a Field Officer when they need it. An apprentice should understand that the outcome of pastoral care is to lead to self-empowerment and for the apprentice to make decisions. Although Pastoral Care is given an individual has the freedom and choice to make their own decisions and to make their own mistakes.



What Pastoral Care is Not

Pastoral Care is **not professional services** – Field Officers can encourage apprentices to seek professional support. Some examples of the types of services that will be referred: professional counselling (including marriage, depression, anxiety etc.), medical assistance, social services and courses to manage finances.

Developing co-dependency on each other

Pastoral Care should not create co-dependency but rather establishes a relationship of trust and confidence between an apprentice and an experienced professional Field Officer committed to support the apprentice and safeguard their welfare and wellbeing.

Confidentiality

The development of trust is of primary importance for honest relationships between the apprentice and Field Officer. However the person receiving Pastoral Care will be informed that it may be in their best interest that someone else in the East Coast Team will be informed (other than the Field Officer). The Field Officer must be discreet with the information they are told. The Field Officer is not at liberty to share confidential information with their spouses, family or friends.

Everything is confidential and must be treated with sensitivity to protect the people and situations concerned.

A Field Officer however cannot assume any confidentiality if they share information with someone to whom they are offering Pastoral Care. If the apprentice receiving the care asks for confidentiality, the Field Officer must indicate to the apprentice that they are obliged to report on certain issues (as mentioned).

Field Officers should seek guidance from their Managers when faced with ethical dilemmas regarding confidentiality, individuals at risk and the law. If there is a risk of harm, either to the person concerned or to others, Field Officers must consider it their duty to break confidence.

Physical fitness and well-being

Field Officers will encourage apprentices to regularly care for themselves by having healthy eating habits, being consistent in exercise, and getting the right amount of sleep.

Family

At East Coast Apprenticeships, we are committed to assisting each other to look after our families' needs and will support apprentices in this regard at defining moments to the best of our ability.

Summary

Pastoral Care is a critical responsibility between East Coast Apprenticeships and our apprentices. The extent and true nature of Pastoral Care and its significant benefits to the welfare and wellbeing of our apprentices are unique to group training.