



Smart Apprenticeship Solutions

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 wellbeing of those indentured to Smart Apprenticeship Solutions. 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 Employment 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 Employment Officers and an apprentice.

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

Employment Officers should encourage apprentices to be responsible for their own welfare and wellbeing. While offering advice and support, apprentices must make their own decisions. Employment Officers must define boundaries of acceptable behaviour and other code of conduct requirements. Employment 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 personnel file notes.

What is the responsibility of an apprentice receiving pastoral care?

An apprentice with Smart Apprenticeship Solutions can rely on Pastoral Care support from an Employment 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** – Employment 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

Employment 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 Employment Officer. However the person receiving Pastoral Care will be informed that it may be in their best interest that someone else in the Smart Employment Solutions team will be informed (other than the Employment Officer). The Employment Officer must be discreet with the information they are told. The Employment 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.

An Employment 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 Employment Officer must indicate to the apprentice that they are obliged to report on certain issues (as mentioned).

Employment Officers should seek guidance from their Manager(s) 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, Employment Officers must consider it their duty to break confidence.

Physical fitness and wellbeing.

Employment 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 Smart Apprenticeship Solutions, we are committed to assisting each other to look after our family's 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 Smart Apprenticeship Solutions 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.