



Pastoral Care Policy

Statement: We believe that every student has the right to study, work and live in a safe environment where they are cared for and looked after. We take any threat or risk to our students very seriously and have ensured that we have the appropriate policies and procedures in place to ensure their safety and wellbeing. The pastoral care of our students is very important to us. We believe that if a student does not have their pastoral care needs met, this will impact negatively on their learning and their enjoyment of the education process. To ensure this takes place the following steps have been taken.

To inform students and help them settle in: There is a Welcome Meeting on the first day of the student's attendance with detailed information about their accommodation, English language training, work placement, cultural programme and other important facts and information relating to their stay.

If you have a problem each student will be designated a project coordinator (details in welcome pack on arrival) who will be the first point of contact for all students. They will try to resolve any problem or issue you may have. If this is not possible, they will direct the student to the appropriate member of staff who is best able to deal with the issue.

Accommodation matters – are handled by our Accommodation Officers. Please make us aware of any concerns you may have; only by being made aware of an issue can we take the appropriate action to resolve it. Please contact info@ensoeu.com

Work Placement related matters – are handled by the Work Placement Team - please contact info@ensoeu.com

If a student feels we have not properly dealt with a concern which has been raised then a Complaints Policy is in place which students are informed of during the Welcome meeting and in their Welcome Pack.