

Pastoral care policy

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 well-being.

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.

If you have a problem

Student Services at reception are 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.

- Personal matters – male students will be assisted by a male member of the Students Services Team and female students by a female member of the team.
- Accommodation Issues – are handled by our Accommodation Officers in Plymouth and Portsmouth. 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.
- English Language Teaching/Training related issues – are handled by the Director of Studies in Plymouth or Portsmouth who may involve the student's teacher.
- Work Placement Related issues – are handled by the Work Placement Team.
- Marketing related issues – are handled by the Marketing Coordinator.

If a student feels we have not properly dealt with a concern which has been raised then a Complaints Procedure is in place which students are informed of during the Welcome Meeting and in their Welcome Pack. The procedure is displayed on posters throughout the schools.

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, the cultural programme and other important facts and information relating to their stay. They are also given a Welcome Pack containing lots of information.

Tellus College is a trading name of Tellus Education Group Ltd.

Head office: Swarthmore Centre | Mutley Plain | Plymouth | PL4 6LF | UK

Portsmouth School: Portsmouth Guildhall | Guildhall Square | Portsmouth | PO1 2AB | UK

T: +44 (0)845 673 3007 | E: info@meridianenglish.com

www.meridianenglish.com

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