New Safeguarding and Pastoral Support App

Forms
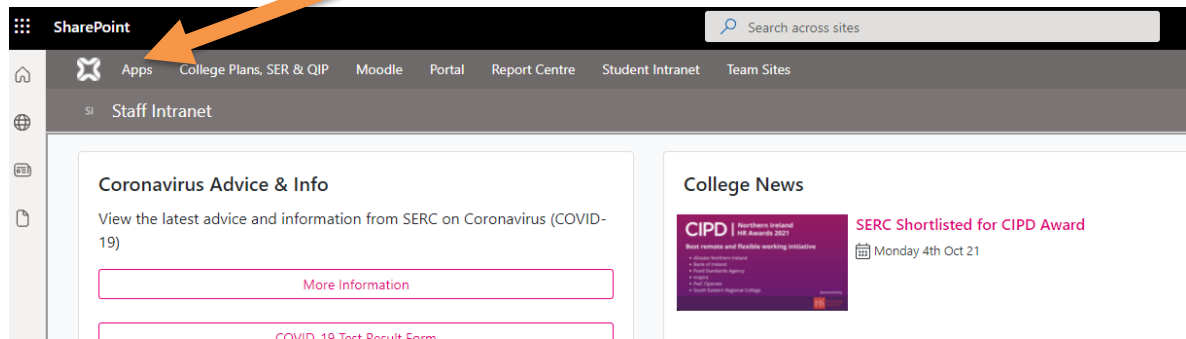
Safeguarding and Pastoral Support

October 2021

1   Step One – Finding the App

To access the New **Safeguarding and Pastoral Support App** first of all go to the SERC Intranet Home Page and click on the App Tab at the top left hand side of the page:

2   Step Two – Accessing the Referral Form

Scroll down the App Page until you see the Forms Section. The new **Safeguarding and Pastoral Support App** is on the top left of the section. Just click on the App.

This will then bring you on to this page. Click on the [Key Create Referral] which is on the top right-hand side of the page. This will bring you to this page:

3   Keying in the Information

The New App is more straightforward and is linked directly to the Student Account in Student Manager, so simply typing in the Student Name, or Student ID will bring up their details. Click a Student Name in the Following Box:

Then to the right of the Student Details, click on the Course Session that applies to the learner:

3.1 Covid Referrals to the Safeguarding and Pastoral Team

Should the referral relate to a Covid Case on Campus, under the Categories drop down list please scroll down and select:

Then on the right side of the Create Referral Tab is the section entitled Covid Tags, please select from the drop down list which of the Scenarios (also detailed in the SOP) that applies to the learner:

Once you have selected Covid Related and the correct scenario, please put as much information in the Nature of Concern box. With Covid-19 referral the more information we have the quicker we can deal with and advise on the next steps to take.

> **COVID Referrals**
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> If you referral is related to covid please include:
> - reason for self isolation;
> - if reporting a positive case:
>   - last date student was on campus
>   - any close contacts as per PHA definition

Once you have sent through the Referral, one of the Safeguarding and Pastoral Support Team will reply with advice, guidance and the relevant forms that will need to be completed and returned.

3.2 Non Covid Referrals to the Safeguarding and Pastoral Team

Should the referral be anything else other than Covid, under the Categories drop down list please scroll down and select the most appropriate Category that relates to the Case. Please note that more than one category can be selected:
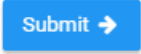

Once you have selected the relevant categories that relate to the issue that the learner has, please put as much information in the **Nature of Concern** box. The Safeguarding and Pastoral Team would request that the more information we have the quicker we can deal with supporting the course team and the learner and advise on the next steps to take.

> 🔒 **Pastoral Support Referrals**
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> Please can you include as much information as possible on the referral including:
> - What support is the learner current receiving.
> - What actions have you taken, including advice given to the learner.
> - Any key dates.
> - Any other information that would prove helpful to the Pastoral Team.

Once you have sent through the Referral, one of the Safeguarding and Pastoral Support Team will reply with advice, guidance and support needed for the learner in their time of need.

4   Submitting the Referral

Once you have all of the information inputted into the various boxes and drop boxes, scroll down to the bottom of the **Create Referral** screen and click on and the referral will be sent directly to the Safeguarding and Pastoral Support Team.

5   Response from the Safeguarding and Pastoral Support Team

One of the Safeguarding and Pastoral Support Team will respond giving advice and guidance on the support needed to help the young person in their time of need. This will be via email, Teams, or depending on the nature of the referral, we may give you a call.