



New Safeguarding and Pastoral Support App

Forms

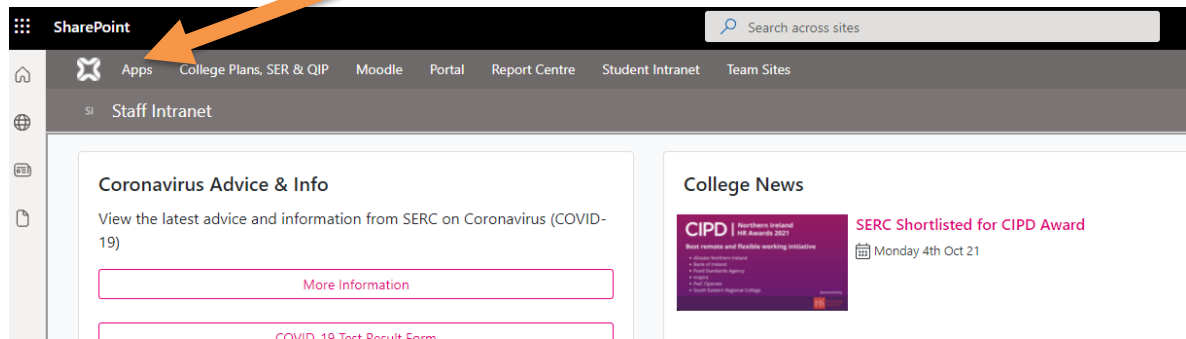


Safeguarding and Pastoral
Support

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.

Forms



Safeguarding and Pastoral Support

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:

A screenshot of the 'Create Referral' form. The form has a title bar 'Create Referral' with a close button. It contains several input fields: 'Student (search by name or id)*' with a search icon, 'Session*' with a dropdown menu 'Select a Course', 'Categories* (Can Select Multiple)' with a dropdown 'Select Issue Category(s)', and 'Covid Tags' with a dropdown 'Select Covid Category(s)'. Below these fields, there are two red boxes: 'Pastoral Support Referrals' and 'COVID Referrals', each containing specific instructions and bullet points. To the right of these boxes is a large text area for 'Nature of Concern*' with a rich text editor toolbar. At the bottom right, there is a 'Submit' button and a 'Characters: 0' indicator.

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:

+ Create Referral

Student (search by name or id)*



Karl Crawford

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

Session*

Construction Skills Register

Course Type HE

School School Of Construct, Eng Services & SFW

Campus Bangor

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:

Categories* (Can Select Multiple)

× Covid Related |

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:

Categories* (Can Select Multiple)

Covid Related

Nature of Concern*

Please include the details of what has been occurring

B I U abc

Covid Tags

Select Covid Category(s)

1 – Learner has tested Positive for Covid

2 – Learner has Covid Symptoms

3 – Learner has been identified as a Close Contact

4 - A Close Contact of the Learner has Covid Symptoms

5 – Learner has been in contact with someone identified as a Close Contact

6 – Learner has returned to Northern Ireland from another Country

Pastoral Support Referrals

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.

COVID Referrals

If your 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

Safeguarding at SERC

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
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:

The screenshot shows a web form for referrals. On the left, a dropdown menu titled 'Categories* (Can Select Multiple)' is open, displaying a list of issue categories: 'Mental Health' (highlighted in blue), 'Self-Harm', 'Suicidal Thoughts/Suicide', 'Homelessness', 'Family Issues', 'Addiction Issues', and 'Financial Issues'. Below the list, there are two red bullet points: '• Any key dates.' and '• Any other information that would prove helpful to the Pastoral Team.' To the right of the categories dropdown is a 'Covid Tags' section with a 'Select Covid Category(s)' dropdown menu. Below this, there is a text area for 'Recording and the actions you have taken to resolve the issue to date.' with a toolbar containing icons for list, bullet list, link, unlink, and other editing functions.

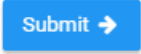
Once you have selected the relevant categories that relate to the issue that the learner has, please put as much information in the **Nature of Concern** box. The Safeguarding and Pastoral Team would request that the more information we have the quicker we can deal with supporting the course team and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

Pastoral Support Referrals
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.