

# Pastoral Care Service

We welcome and value all students and want to ensure you have the opportunity to achieve your goals. Below you will find information regarding our *Pastoral Care Service* detailing how we and our specialist support partner can help you.

## Initiating Support

You may have made contact with the NEC Pastoral Officer through the Student Support team. Or our Pastoral Officer may have reached out to you. Either route is fine, and will be met with the same professional and supportive response.

Types of concerns the Pastoral Officer can support

- Study skills
- Planning and organisation of study time
- Motivation to study



## Stage 1

The NEC Pastoral Officer can offer first stage support remotely. Many students find this stage to be enough to move them forward with their studies. The stage 1 pastoral support includes three focused calls with the Pastoral Officer. During these calls the Pastoral Officer will work with you to identify the areas which require support and to address these directly, where they fall into one of the support categories above. The calls can be over a period of time agreed with the Pastoral Officer and at times convenient to you and the Pastoral Officer.

1. If you are under 18 or registered as a vulnerable adult then your carer will be invited to attend the call with you.
2. If you are a carer of an under 18 student then the call can be initially with you or you and the student

It may be during this stage of support that you and the Pastoral Officer agree that further or a different type of support is required. It is at this point they will discuss the next stage.

## Stage 2

Most students find the **three** Pastoral Officer sessions to be sufficient to help them move forward with their studies. For some students further or more specialist support may be required. To ensure NEC can secure expert next stage support we work with our external partner, [Soli](#). Soli allows students to access pastoral support to ensure that they are not hindered by a SEN or mental health concerns.

Areas Soli can support include:

- Dyslexia
- CBT
- Dyscalculia
- ADHD
- Eating Disorders
- Dysgraphia
- Anxiety
- Speech and language therapy
- Grief Counselling



By partnering with Soli we can offer students access to professional support. NEC students can book an initial free consultation with Soli. After this call students can take advantage of a partner discount for further sessions. It may be that you have identified your support via other partners, and this is absolutely fine.

**By engaging with our Pastoral Care Service you are declaring your understanding of the service as laid out above. Information you share with NEC during your engagement with the service will be stored securely on password protected systems, and will only be shared with internal staff and NEC tutors where sharing is considered to be appropriate.**

Please contact [student.support@nec.ac.uk](mailto:student.support@nec.ac.uk) if you require any further information.