

Pastoral Support Service

NEC is an inclusive college and aims to support students with a range of mental and physical health challenges within the boundaries of online learning. We welcome all students, but recognise that for some students extra support will make a big difference to achieving goals.

Support is offered as standard to all NEC students by their tutor and our internal Student Support Team.

Our Pastoral Service aims to give students and their parents / guardians an opportunity to access some of that extra support either with NEC's Pastoral Officers or with help from our specialist support partner.



"Hi, I'm Karyn Nash, NEC's Pastoral Officer. I support students who need some help organising their studies. In the Wellbeing for Learning Programme I deliver six sessions over the course of a year, designed to help students get started with their studies, improve their wellbeing and prepare for exams."

How Have We Helped



"Thank you for your support and help, I think you have a happy ending on this one – whatever the outcome!"

"Your advice really helped so much, I wouldn't have been able to do it without you!"

"I would just like to thank you once again for having the right words and starting the right journey. It has been amazing to watch and thank you for being at the other end of cyberspace. It has been a great comfort to know that our family is not on our own in this crazy journey."

Support NEC Can Offer

NEC students have the flexibility to study independently and at their own pace, but some students feel that they would benefit from occasional or regular additional support. This is where our Pastoral Service can help with...

- Study skills
- Personal timetable creation
- Regular monitoring of progress
- Meeting deadlines
- Exam preparation
- Support to access services for mental health support



Wellbeing for Learning Programme

NEC's Pastoral Officer has created a series of focused tutorial sessions which offer students the space to explore any barriers to learning that they may have.

The Wellbeing for Learning webinars are held every other month and will look at topics that include Getting Started, Motivation and Procrastination, and Revision and Anxiety in a lively, engaging and supportive way.

- The sessions are free of charge for NEC enrolled students.
- Live, engaging and supportive.
- Every other month.
- Topics include: Getting Started, Motivation and Procrastination, Revision and Anxiety.





Initiating Pastoral Support

Students are welcome to start pastoral support at any stage during their enrolment period.

Our pastoral team may reach out to students shortly after enrolment, or students or parents / guardians may decide to get in touch with Student Support to request pastoral support as studies progress.

Students may have completed the More About You form (see below) too.

Your request for pastoral support, however and whenever it is made, will always be met with the same professional and supportive response.

Step 1

Our pastoral team will get in touch and offer to have a first remote call with you. During this first call, they will get to know a bit more about you and identify areas where some or all of the support areas mentioned above would be helpful for you.

You will be offered a further two support calls during the period of your enrolment. There is no fee attached to the three pastoral support calls.

Many students find that this step is enough to move them forward with their studies.

We will always extend the invite to attend remote calls to parents / guardians of under 18 students or of adults registered as vulnerable.

Parents / guardians may choose to have the first meeting with just a pastoral team member. This can help plan subsequent meetings and support methods for the student. Parents / guardians may also decide at this first step that more specialist support is needed for the student.

You will then be advised about Step 2.

Step 2 - Specialist Support

NEC works with an external partner specialising in providing support to students with a range of SEN or mental health concerns. If we feel that more in-depth support would help a student, the pastoral team will recommend contacting the partner organisation. Areas supported include:

- Dyslexia
- CBT
- Autism Spectrum Disorder
- Dyscalculia
- ADHD
- Eating Disorders
- Dysgraphia
- Anxiety
- Speech and Language Therapy
- Grief Counselling





More About You

All students are invited to complete a More About You form when they are first enrolled. Depending on what is disclosed, the student will receive an email to introduce the pastoral service. If the student completing the form is under-18, parents / guardians will also be contacted.

Education Health and Care Plans

NEC is a trusted provider of education to local authorities to support learners with EHCPs.

Supporting EHCP Applications

Our Pastoral Officer can support parents of enrolled students who are looking to apply for an EHCP.

We start the process with a conversation to explore your students context and needs.

Further information, guidance and support is available in our parent / guardian support area on our learning platform, learn@nec.

Study Support

You may feel that having a series of regular support sessions to help track your progress, enhance your study skills, or to keep you motivated to achieve your learning goals will be beneficial for you. These sessions can be weekly, every other week, monthly or ad hoc and can be arranged at an additional cost. Please contact student.support@nec.ac.uk for more information.

Contact us
Tel: 0800 389 2839 (+1223400200 from outside UK)

Email: info@nec.ac.uk
Visit: www.nec.ac.uk

© The Open School Trust 2024