

How has The Teachers' Institute Established and Delivered Pastoral Care support in 2025

Pastoral Care Report – First Year of Programme Delivery

2025 marked the first year of programme delivery, during which pastoral care emerged as a critical component in supporting trainee success and wellbeing. This report summarises recorded pastoral care interactions, key themes, interventions provided, and organisational improvements implemented in response to trainee needs.

Overview of Pastoral Care Activity

Across the year, Programme Managers and the Student Services Manager recorded pastoral care interactions involving **17 trainees**. Some trainees required multiple points of support.

Primary Areas of Concern

- **Wellbeing:** Personal or family challenges, health issues, and elevated stress levels impacting academic engagement.
- **School Relationships:** Difficulties navigating expectations or relationships with partner-school mentors.
- **Other Support Needs:** Queries related to potential withdrawals, access to teaching resources, or general programme matters.
- **Isolated Issues:** Single cases involving assessment, attendance, or financial concerns.

Interventions Provided

Staff offered a range of support interventions tailored to trainee needs, including:

- Validation, reassurance, and active listening.
- Problem-solving related to school placements and mentor relationships.
- Advocacy for trainees
- Referral to external counselling services.
- Guidance on attendance, assessment, and study commitments.
- Collaborative planning for trainees managing health or personal challenges.
- Support in making withdrawal decisions.
- Information on community support services (e.g., WINZ).

Organisational Learnings and Improvements

Several insights from the first-year informed programme development and future planning:

1. Counselling Access

Not all trainees could access partner-school EAP services. In response, an

independent counselling provider was contracted. In 2026, The Teachers' Institute has engaged the services of ClearHead which provide wrap-around support and tools for trainees through access to confidential counselling, webinars, podcasts, videos and more.

2. **Strengthening Mentor Preparedness**

From 2026 onwards, partner-school mentors and coordinators will receive clearer role guidance, pastoral care information, and induction training.

3. **Withdrawal Policy Development**

A formal withdrawal policy and process has been established to ensure clarity and consistency.

4. **Early Relationship Building**

Programme Managers identified the importance of meeting mentors and trainees early in the year to establish a supportive three-way relationship.

5. **Structured Wellbeing Questions**

A set of wellbeing prompts will be integrated into programme observations to support early identification of emerging issues.

6. **Identifying Vulnerable Trainees Early**

Processes will be strengthened to identify trainees who may require additional support.

7. **Staff Orientation**

An internal orientation package has been developed and will continue to be refined to ensure all staff understand pastoral care expectations and pathways.

Health and Safety Incidents

Three health and safety incidents were recorded during 2025. One resulted in a minor, non-serious injury. All incidents were assessed to be accidental and required no further intervention. Additional emphasis on reporting processes will be included in the 2026 orientation.

Complaints

No trainee complaints were received during the 2025 reporting period.

Our first year of delivery highlighted the significant role of pastoral care in enhancing trainee wellbeing and programme engagement. The insights gained in 2025 have informed a stronger, more structured support framework for the 2026 cohort and beyond.