



Code of Practice for the Pastoral Care of Learners

2024 Organisational Self-Review Report

TEO Name : Regent Training Centre

MoE Number : 9840

Self-Review of implementation of the Code

Outcomes for all providers	Rating
Outcome 1: A learner wellbeing and safety system	Implemented
Outcome 2: Learner voice	Implemented
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Implemented
Outcome 4: Learners are safe and well	Implemented
Outcomes for providers offering student accommodation	
Outcomes 5 to 7: Additional wellbeing and safety practices in tertiary student accommodation	Not applicable
Outcomes for providers enrolling international learners	
Outcomes 8 to 12: Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners Implemented	Not applicable
Overall Implementation	Implemented

2024 CODE SELF-REVIEW REPORT

Outcome 1: A learner wellbeing and safety system

Regent Training Centre's Overall Rating is "Implemented".

- Learner wellbeing - we have evidence of good practices which includes a holistic approach to learner wellbeing.
- Student safety – Systematic staff training in first aid and safety training which includes, de-escalation and conflict management.
- Pastoral care and support services – a wide network of community services and internal pastoral care services.

Outcome 2: Learner voice

Regent Training Centre's Overall Rating is "Implemented".

- Active and strategic approaches to gathering feedback from learners. This is in the form of surveys, discussion groups and one to one conversations.
- Improvement plans implemented as and when required.

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments

Regent Training Centre's Overall Rating is "Implemented".

Outcome 4: Learners are safe and well

Regent Training Centre's Overall Rating is "Implemented".

- Strong internal processes to ensure learners are kept safe and supported regarding physical accessibility and digital learning.
- Internal digital back office and monitored firewall, to ensure learners safety regarding bullying, harassment discrimination, racism (including systemic racism), and abuse.
- Information provided to learners regarding access to assistance for basic needs and other support services.
- Information provided to learners regarding access to services to support well-being, physical and mental health

COMPLAINTS SUMMARY 2024

Number of complaints received – None

CRITICAL INCIDENTS 2024

Number of critical incidents – Three

1. Student threatening other students with violence
 - Lockdown procedures followed and police notified
 - Trespass notices issued
2. Family members of student threatening staff with violence
 - Lockdown procedures followed and police notified
 - Issue resolved with the family
3. Student self-harming on the premises
 - Lockdown procedures followed and police notified
 - Mental health support provided to student and family