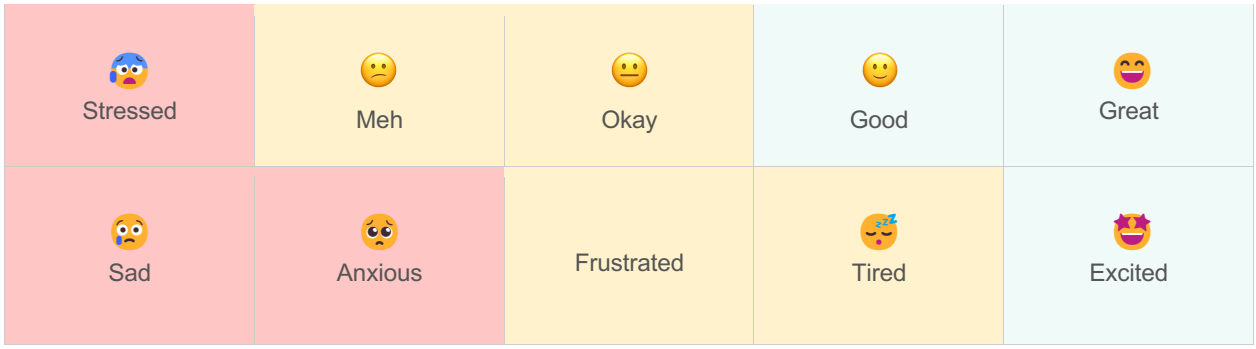
Wellbeing Check-in Pastoral Care Guide

How to use AchievoEDU's daily wellbeing check-in feature as part of your school's pastoral care system, including response protocols, counsellor integration, and privacy considerations.

Section 1 — What is the Wellbeing Check-in?

How it works

Each school day, students see a brief check-in prompt when they log into AchievoEDU. They are asked 'How are you feeling today?' and respond on a 10 emoji scale. The check-in takes under 5 seconds and is intentionally non-intrusive, it sits naturally in the login flow rather than interrupting the platform experience.



There is also an optional free-text comment field that students can use if they want to say more. This field is entirely voluntary; students are never prompted or pressured to fill it in. When students do leave a comment, it is stored privately and accessible only to authorised pastoral staff.

Responses are never visible to the student's peers. Students can view their own check-in history, but no other student's data is ever displayed. Only authorised pastoral staff can access the wellbeing dashboard and individual student histories.

Why it matters

Research consistently shows that early identification of student distress is one of the most effective pastoral care interventions available. The challenge in most schools is that the pastoral system is reactive, staff only become aware of a student's struggles when an incident occurs or the student reaches out themselves.

The daily check-in gives pastoral staff a continuous, low-latency signal rather than relying entirely on self-reporting or incident escalation. For many students, particularly adolescents, who often find it difficult to directly approach an adult with a problem, the daily check-in provides a low-stakes channel to signal that they're not doing well, without requiring a direct conversation.

Section 2 — Understanding the Data

How to access check-in data

Check-in data is available under Admin panel → Wellbeing. Here admin can see and customise prompts and see flagged students

- Overview — an at-a-glance overview that shows schoolwide mood distribution as well as top moods for the week.

- Flag queue — a list of students who have checked in either stressed/sad/anxious for three or more consecutive school days. As well as those students who haven't done a single check-in five days. This is the primary action view for the pastoral coordinator.

Understanding the flag threshold

By default, a student is flagged for pastoral follow-up if they check in stressed/sad/anxious for three or more consecutive school days. This threshold is intentionally conservative, a single low check-in does not generate a flag, because everyone has difficult days. The flag is designed to surface students who are experiencing a sustained low period, not an isolated rough morning.

The threshold can be adjusted by a school admin under Admin → Wellbeing → Settings. Schools working with higher-risk cohorts sometimes lower the threshold; schools that find the default generates too many false positives may raise it.

IMPORTANT FRAMING

The check-in data is a signal, not a diagnosis. A student checking in as 'Very Low' for several days may be experiencing genuine distress, or they may simply be tired, unwell, sitting an exam, or testing the system. Always approach follow-up conversations with curiosity and warmth rather than alarm. The goal is connection, not interrogation.

Wellbeing interpretation guide

Patten	Meaning	Recommended Response
Ongoing positive check-ins	Student is doing well	No action required — positive reinforcement where appropriate
Occasional positive check-ins	Student is doing well	No action required
Neutral check-ins	Neutral	Monitor — check for patterns if sustained over multiple days
Occasional negative check-ins	Student is struggling	Note; if pattern of 3+ days, initiate a soft check-in conversation
Ongoing negative check-ins	Student is very distressed	Priority follow-up; flag to counsellor if recurring or if comment indicates risk

Section 3 — Response Protocol

The following four-level protocol provides a consistent, proportionate framework for responding to check-in data. It is designed to be practical for busy pastoral teams, most flags require a 5-minute conversation, not a formal referral. The key is consistency: every flagged student receives some form of response, however brief.

Level	Protocol
LEVEL 1 — MONITORING Continuous neutral check-ins, while since positive check-in	No direct intervention required. The form tutor can make a conscious effort to offer general warmth and connection. A simple, genuine 'how are you going?' in passing is usually sufficient. No formal record is required unless the pattern persists.

Level	Protocol
LEVEL 2 — SOFT CHECK-IN One or two negative check-ins	The form tutor initiates a brief, casual, private conversation with a warm, low-pressure tone. Note the conversation briefly in the student's pastoral record. No formal referral is required at this level unless the student discloses a specific concern.
LEVEL 3 — PASTORAL REFERRAL Flagged: negative check-in for 3+ consecutive days	Student appears in the flag queue. Pastoral care coordinator is notified. A welfare check-in is arranged — ideally the same day. The conversation is documented and a plan is made for ongoing monitoring or referral if needed.
LEVEL 4 — COUNSELLOR REFERRAL Ongoing pattern, serious disclosure, or recurring flags	The school counsellor or psychologist is involved. AchievoEDU check-in data can be exported and used as supporting documentation in the school's pastoral case management system.

CRITICAL — ACUTE SAFETY SITUATIONS

AchievoEDU is not a crisis tool. If a student indicates an immediate risk of harm to themselves or others, whether through the check-in comment field or through any other means, follow your school's emergency welfare procedures and contact the appropriate services immediately. Do not rely on the check-in dashboard as your primary response mechanism in any acute situation.

Section 4 — Integrating With Your Existing Pastoral System

The wellbeing check-in is most effective when it is embedded into your existing pastoral routines, rather than managed as a separate system.

Daily practices

- Assign a specific staff member to review the flag queue each morning, the review takes 2–3 minutes.
- Set a recurring calendar reminder at 8:15am daily: 'Check AchievoEDU wellbeing flags.' Making it a calendar event ensures it doesn't get skipped in a busy morning.
- Pastoral care teachers have access to their form Class View, a 30-second check before the first session of the day helps tutors show up with the right level of pastoral attentiveness.

Weekly and term practices

- Include check-in trends in your weekly pastoral team meeting, a 3-minute segment covering any new flags, open cases, and any noteworthy patterns is sufficient.
- Use the data alongside existing pastoral tools, AchievoEDU check-in data works well as a complementary signal alongside Compass wellbeing records, counsellor case notes, and teacher observations.
- At end of term, export the aggregate wellbeing data to identify systemic patterns, for example, if Year 9 consistently trends lower in Term 2, this suggests a need for targeted pastoral programming.

WHAT SCHOOLS FIND MOST VALUABLE

Schools using AchievoEDU wellbeing check-ins consistently report that the most valuable use is not the individual flags (which are relatively rare) but the aggregate trend data. Seeing which cohorts, year groups, or time periods are associated with lower wellbeing scores helps school leaders make better decisions about where to invest pastoral resources before problems escalate.

Section 5 — Privacy and Consent

Data access and visibility

- Wellbeing check-in responses are stored securely and are only accessible by authorised pastoral staff (defined by the school admin)
- Students can see their own check-in history and score trend, but cannot see any other student's data
- Pastoral care teachers can see only see their class's trends and individual student flags to be able to initiate conversations with students and direct them to school supports
- Parents can see their child's check-in history via the parent portal, school admin can disable this if preferred

Data storage and legislation

- All wellbeing data is stored on servers located in Australia
- AchievoEDU is subject to the Australian Privacy Act 1988 and the Australian Privacy Principles
- Wellbeing data is never used for advertising, profiling, or any purpose outside the school's pastoral care function
- Schools retain ownership of their data at all times and can request a full export or deletion at any point

Student consent

For students under 18, school enrolment consent forms should include a reference to digital wellbeing monitoring tools as part of the school's pastoral care program. AchievoEDU provides standard consent language that schools can include in their enrolment documentation. Contact contact@achievoedu.com.au to request the consent template.

Section 6 — Common Questions From Staff

Q: What if a student always checks in as sad just to get a reaction or test the system?

This pattern is usually visible, a student who is genuinely struggling will typically have a different overall profile. A student who is consistently checking in low with no other indicators may be testing the system. Use your professional judgment and treat any resulting conversation as a genuine pastoral opportunity regardless.

Q: Can students skip the check-in?

Yes, the check-in is not mandatory. Students who do not complete it simply have no data recorded for that day; they are not flagged or penalised. A coercive check-in undermines its own purpose.

Q: What if a parent asks about their child's check-in data?

Parents with an active parent portal account can view their child's own check-in history. For detailed pastoral discussions, direct them to the school's wellbeing team. The check-in data should always be interpreted by a trained staff member rather than presented to parents in isolation.

Q: How long is wellbeing data retained?

Data is stored on a year-by-year basis. At the end of each academic year, wellbeing check-in data is archived (not deleted) and can be accessed in read-only mode for up to two years. After two years, data is permanently deleted in line with our data retention policy.

Q: Can we integrate AchievoEDU wellbeing data with our school's MIS or pastoral case management system?

AchievoEDU does not currently offer a direct integration with third-party MIS platforms. However, wellbeing data can be exported as a CSV at any time (Admin → Wellbeing → Export) and imported into your school's pastoral system manually. Contact contact@achievoedu.com.au if you have specific integration requirements.