



Lincoln Bishop University

Document Administration

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CODE OF PRACTICE FOR SUPPORT FOR STUDY

VERSION CONTROL TABLE

<u>Version Number</u>	<u>Date Authorised</u>	<u>Summary of Key Changes</u>
1.0	22 July 2019	New Code of Practice introduced and approved by Senate
2.0	28 January 2025	Revised Code of Practice to align with new procedures
3.0	10 June 2026	Rebranding, nomenclature, and external references updated

CODE OF PRACTICE FOR SUPPORT FOR STUDY

1. SCOPE AND PURPOSE

- 1.1. Lincoln Bishop University has established a Code of Practice for Support for Study which is intended to apply in cases where there are concerns about a student's wellbeing, which may impact on their studies for a length of time. The intention of the procedure is for staff to work collaboratively with students to identify and implement adjustments or strategies to encourage the student's academic progress and promote their wellbeing.
- 1.2. Prior to the implementation of this Code, it is the duty of the member of staff referring to this Code to attempt other less procedural resolutions. Examples of these resolutions can be found in the attached appendix.
- 1.3. This Code of Practice follows the precepts and guidance contained in the Quality Assurance Agency (QAA) UK Quality Code for Higher Education, specifically Principle 10: "Providers facilitate a framework of support for students that enables them to have a high-quality learning experience and achieve their potential as they progress in their studies. The support structure scaffolds the academic, personal and professional learning journey, enabling students to recognise and articulate their progress and achievements." (QAA, 2024, p13).
- 1.4. A student's circumstances or health may impact upon their own, or others' learning opportunities; in such situations, the University has a duty of care to respond appropriately. This procedure is intended to outline the actions which the University may take in such circumstances to ensure that they issues are addressed in a timely, fair, consistent and transparent manner for all concerned.
- 1.5. Occasionally, there may be concerns around whether or not a student is fit to study at the University. This relates, for instance, to where there are concerns raised around a student's ability (or suitability) to commence, continue with, or return to, a course of academic study; and the student's responsibility to meet the reasonable academic requirements of the course or programme. It also refers to the reasonable social and behavioural requirements of a student member of the University, to ensure that their physical, mental, emotional or psychological health do not have an unacceptably damaging impact upon the health, safety and/or welfare of the student, their peers, staff or the University.

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2. DATA SHARING AND CONFIDENTIALITY

- 2.1. In dealing cases under this Code of Practice, the following principles and protocols will be followed:
 - 2.1.1. The University will seek to ensure that the investigation of the student's welfare and suitability to study under the terms of these procedures is conducted transparently and promptly, and in a way which is fair to all parties concerned.
 - 2.1.2. Privacy and confidentiality will be maintained where appropriate to protect the student's wellbeing, or the health and safety of other individuals with whom the student is in contact. As far as possible, the student will normally be informed in advance if any disclosure to a third party not mentioned in this procedure is required in order to progress the support for study case. Please also see the University's [Privacy Notice](#).
 - 2.1.3. All actions undertaken under this procedure will be run in accordance with the University's values, ethos and relevant policies, e.g. the [Diversity and Equality Policy](#) and [Privacy Policy](#). Records of previous concerns about a student may be submitted by the University to officers dealing with support for study cases, should this be deemed appropriate. The staff member(s) considering the issues may decide to disregard past concerns that are considered to be unconnected to the current circumstances.

3. CODE OF PRACTICE FOR SUPPORT FOR STUDY

- 3.1. Prior to starting this Code, efforts should have been made to ensure the student concerned has had informal meetings/conversations with the relevant Programme Leader(s) to offer non-regulation-based solutions.
- 3.2. There are three stages to the procedure: Stage One – Initial Concerns, Stage Two – Formal Intervention and Stage Three – Serious or Persistent Concerns.
- 3.3. Though it is usual to progress sequentially through the staged, the procedure may be invoked at any of the stages depending on the nature of the concern or remain at the same stage if this is appropriate, or be moved to a lower level where some concern remains but the overall risk is considered to have been reduced.

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- 3.4. In most situations, it will be appropriate to start with Stage One of the procedure. There may be some circumstances, however, where the level of risk/disruption presented requires immediate consideration at Stage Two or Three. The level of risk must be judged based on the risk to others, as well as the student concerned, particularly where the student is living in shared accommodation.
- 3.5. In circumstances where a student is unwilling or unable to work within the Code of Practice for Support for Study, the process should continue with concerns raised and action taken as appropriate, this may lead the University to escalate the case to a later stage
- 3.6. A student may be referred to the procedure on their return to studies after a period of interruption, where appropriate.

4. REPORTING A CONCERN

- 4.1. The procedure may be initiated by anyone who has a sufficient level of concern about a student's health, safety and mental wellbeing; this includes academic tutors and professional support staff. Staff members' concerns about a student's welfare should normally be raised with the relevant Programme Leader in the first instance.
- 4.2. If a student wishes to raise a concern about another student, then they should raise this with a member of staff within the University who they feel comfortable with; this may include a programme team member, Student Advice & Wellbeing staff, etc. Students reporting concerns are not expected to deal with the matter themselves. The member of staff to whom the concern is raised will make the appropriate referral to the Programme Leader of the student about whom concerns have been raised. If the student contacts a member of the Students' Union, then they will make the appropriate referral to the Programme Leader of the student about whom concerns have been raised.
- 4.3. If a student feels their personal circumstances are negatively impacting involvement with the University, they may discuss the possibility of initiating the Code of Practice for Support for Study with their Programme Leader.

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5. CONCERNS INVOLVING A CRIMINAL PROSECUTION

- 5.1. The Dean/Deputy Dean, or other relevant senior office, may defer action through the University's internal policies and procedures until the Police and Courts have dealt with the matter. In such cases, the student will be notified of this deferral in writing.
- 5.2. The University will normally report any suspected criminal offences to the Police unless the victim of an alleged offence committed by the student requests otherwise. In such cases, this would normally be for the discretion of the Dean/Deputy Dean or other relevant senior officer. However, the University reserves the right to report any offences to the Police, even if the victim of the alleged crime requests the University not to do so.
- 5.3. Consideration of misconduct following a sentence from a criminal court will be undertaken under the University's disciplinary procedures, normally once any support for study issues have been considered and at the discretion of the Dean/Deputy Dean.

6. REPRESENTATION AND ATTENDANCE AT SUPPORT FOR STUDY MEETINGS

- 6.1. It is the right of any student to receive independent support while attending these meetings. This support can be accessed by Student Advice & Wellbeing or the Students' Union. Each individual student or group of students is entitled to one representative who may not be a legal representative.
- 6.2. In such circumstances, the student should inform the University in advance if they will be accompanied to a meeting as per the provisions in Stage Two or Three. Student Advice & Wellbeing is also able to offer advice to students and the Head of Student Success is able to assist members of staff within the University on general strategies to address welfare or engagement queries and issues. Care should be taken to ensure that there is no conflict of interest for the student and the University. Separate advisers from within Student Advice & Wellbeing should liaise with each individual party.

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7. DISCLOSURE

- 7.1. A member of staff may seek advice from the Dean/Deputy Dean, or relevant member of staff, about whether to invoke the Code of Practice for Support for Study. To ensure appropriate levels of confidentiality, this advice should initially be sought without disclosing the details of the student concerned.
- 7.2. If a student chooses to disclose to a member of staff a health concern or disability but does not wish to disclose this information about Student Advice & Wellbeing, who may be able to offer additional support, then this should be respected. In cases where a student discloses a wellbeing concern but wishes this not be disclosed beyond the meeting, the University reserves the right for staff to disclose the concern to other appropriate members of staff, where there is a high level of perceived risk to the student or other people.
- 7.3. Students in certain disciplines, such as teacher training, are subject to stricter capability requirements and will usually be required to undergo an Occupational Health assessment to ensure their suitability for an award that confers a professional qualification. Further details of this are available within the University's Health and Physical Capacity to Teach Policy.
- 7.4. The University should also consider its duty of care in relation to students presenting a cause for concern, whose courses require them to undertake placements within the local community.

8. STAGE ONE – INITIAL CONCERNS

- 8.1. Where a staff member has concerns, they will raise them with the Programme Leader. These concerns will then be considered to decide whether or not there is sufficient cause to proceed under the Code of Practice for Support for Study. Where appropriate, the possible invocation of other student procedures may be discussed.
- 8.2. If it is agreed the procedure should begin, the Programme Leader (or other suitable nominee) will then contact the student to propose a meeting. The student may wish to contact the Students' Union or Student Advice & Wellbeing for support.
- 8.3. The initial meeting will provide an opportunity to discuss the concerns and determine whether any further support or actions by the student or the University are required.

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- 8.4. Actions agreed at the meeting should be recorded and sent to the student following the meeting.

8.5. Follow-Up Meetings:

- 8.5.1. The student and the member of staff should agree dates for follow-up meetings where progress on the actions will be reviewed.
- 8.5.2. If concerns have been significantly reduced by the time of the review meeting, then no further action is required.
- 8.5.3. If the informal intervention is unsuccessful, then the student will progress to an appropriate later stage of the procedure. If concerns arise again at a later date, following closure of the original case, the University may choose to start the process again at a later stage, where appropriate.
- 8.5.4. If the academic staff member who met with the student feels that they are unable to address the concerns at the first stage, then they should contact the Programme Leader to discuss moving on to a later stage, as appropriate. If the Programme Leader approves moving the case to a later stage, the student will be informed of this.
- 8.5.5. If the concerns escalate and the Programme Leader (or nominated staff member) believes that the student may be putting themselves or other members of the University community at significant risk, then they must raise this with the Dean/Deputy Dean, who may consider moving directly to Stage Three.

9. STAGE TWO – FORMAL INTERVENTION

- 9.1. Stage Two of the procedure should be used when Stage One has been unsuccessful such that the concerns are continuing. This stage is normally undertaken by the Programme Leader (or nominee). The Programme Leader should log all meetings and escalations appropriately.
- 9.2. The student will be invited to a formal meeting as soon as possible to discuss the concerns. Reasonable notice of around 48 hours will normally be given in writing, which informs the student of the purpose of the meeting and requests any necessary documentation that the staff member feels is appropriate to help them understand the student's circumstances. If appropriate, the student will be encouraged to provide detailed information, which may include medical evidence.

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- 9.3. The Programme Leader (or nominee) will hold the meeting with the student. A member of Student Advice & Wellbeing/Students' Union may also be invited by the student, if appropriate. The role of the member of Student Advice & Wellbeing will be to provide advice regarding specific help which may be offered to the student.
- 9.4. The student may be accompanied at the meeting by one person of their choosing; this could include a friend, member of the Students' Union, member of Student Advice & Wellbeing, or parent, in a supportive role.
- 9.5. The meeting will normally proceed regardless of whether the student attends or wishes to engage with the process. The meeting will seek to establish the next course of action, which could be one or more of the following:
 - 9.5.1. that no further action is required
 - 9.5.2. a request for medical evidence which confirms that the student is fit to study such as a doctor's letter, occupational health referral, etc.
 - 9.5.3. any reasonable adjustments not already in place intended to support the student throughout their studies
 - 9.5.4. an agreed action plan with dates for review
 - 9.5.5. that it is necessary to make a referral to other University procedures such as the Student Disciplinary Procedure or Code of Practice for Extenuating Circumstances
 - 9.5.6. a break-in-learning (Suspension of Studies/Intercalation)
- 9.6. A report of the meeting and its outcome should be recorded by the Programme Leader or nominee.
- 9.7. If the student cannot agree to any actions proposed by the Programme Leader or nominee, then they will be advised that action will be taken under Stage Three of the procedure.
- 9.8. The student's case should continue to be monitored until it is agreed by all involved that there is no longer cause for concern.

10. STAGE THREE – SERIOUS OR PERSISTENT CONCERNS

- 10.1. A student should be progressed to Stage Three of the procedure where there are serious or persistent academic concerns about their behaviour or condition which is affecting academic progress.

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- 10.2. The Programme Leader would contact the relevant Dean/Deputy Dean to convene a Support for Study panel to discuss the concerns. This panel would normally consist of:
 - 10.2.1. The Dean/Deputy Dean (or nominee) (as Chair of the Panel);
 - 10.2.2. A member of academic staff who has not been involved in the previous stages; and
 - 10.2.3. A member of Faculty Administration (to take notes of the meeting).
- 10.3. Other members may be asked to provide evidence either in attendance or as a written submission:
 - 10.3.1. A representative from the Students' Union or Student Advice & Wellbeing (at the student's request);
 - 10.3.2. The Student's GP or other relevant representative (provided the student gives consent); and/or
 - 10.3.3. A member of a University Support Service such as Estates or Accommodation.
- 10.4. The student will be given at least five working days' notice of the meeting. The student may be accompanied at the meeting by one person of their choosing (this may include a friend, family member or representative from the Students' Union).
- 10.5. If the student intends to be accompanied to the meeting, the student should inform the meeting host of their intention to be accompanied and whether they intend to provide a written statement authorising a third party to speak on their behalf. In most cases, it is usual for the person accompanying the student to be present to provide advice and support to the student (rather than addressing the panel) and that the student will speak for themselves. The student is required to provide all requested information to the meeting host at least 24 hours before the meeting is due to take place.
- 10.6. The Panel will normally still be held regardless of whether the student attends. The meeting may also proceed if an invited member is unable to attend, subject to the discretion of the Chair.

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- 10.7. The purpose of the Panel is to review the situation up to that point and agree appropriate actions which could be one or more of the following:
- 10.7.1. That no further action is required;
 - 10.7.2. To re-implement, or amend a previously agreed Action Plan;
 - 10.7.3. To implement reasonable adjustments, which could include amending the hours of study, providing additional tuition, additional time in exams and extended library loans, etc;
 - 10.7.4. That it is necessary to make a referral to other University procedures, such as the Student Disciplinary Procedure, Code of Practice for Extenuating Circumstances, etc;
 - 10.7.5. That, with or without the student's consent, it is necessary to agree a break-in-learning;
 - 10.7.6. That, with or without the student's consent, it is necessary to terminate the student's studies at the University; and/or
 - 10.7.7. Any other actions which are intended to support the student in the successful completion of their studies.
- 10.8. A record of the Panel meeting will be sent to the student with an agreed action plan where appropriate. A copy of this documentation will also be held on the student's personal file on the Student Record System.
- 10.9. In the event that an action plan is put in place, then review meetings must be held in line with the deadlines set out in the plan.
- 10.10. Where it has been decided to interrupt, suspend or terminate a student's studies at the University, the Faculty Administration Team will ensure that this is recorded appropriately on the Student Record System and Student Finance are advised.
- 10.11. Depending on the nature of the concern and having taken relevant advice, the Provost & Chief Academic Officer will decide whether the student's nominated emergency contact should be informed.

11. EMERGENCY INTERVENTION

- 11.1. A case may be referred straight to the Provost & Chief Academic Officer if it is considered that the risk to the student or the University is very high, and an immediate emergency suspension is the most appropriate course of action.

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- 11.2. Any student who has been detained under the Mental Health Act will also be referred for an immediate emergency suspension. The Provost & Chief Academic Officer may impose an emergency suspension with immediate effect pending the invocation of this Code.
- 11.3. Depending on the nature of the concern and having taken relevant advice, the Provost & Chief Academic Officer will decide whether the student's nominated emergency contact should be informed. Such decision-making needs to be guided by the University's duty of care.
- 11.4. A student who is subject to an emergency suspension order is prohibited from entering University premises and from participating in University activities. The emergency suspension may, exceptionally, be subject to qualification, such as the permission to take an examination or to enter University premises to attend a meeting with a support service, such as Student Advice & Wellbeing.
- 11.5. The terms of the suspension will be individual to each case and will be notified to the student in writing. The decision will be conveyed to the student, in person wherever possible, by a member of Student Advice & Wellbeing.
- 11.6. A student will be marked as 'suspended' on their Student Record during the period of suspension so that accommodation and tuition fees do not continue to accrue.
- 11.7. The decision to suspend may be reviewed after four weeks at the request of the student. The review may include a recommendation that a Support for Study Panel be convened to consider the case.
- 11.8. A Return to Studies Review will be conducted to consider the return to study of any student suspended under this section.

12. REQUEST FOR REVIEW

- 12.1. Should the student wish to invoke their right to appeal a decision at Stage Three of the Code of Practice for Support for Study, then a request for review should be made in writing to the Executive Dean: Teaching, Learning & Student Success within 21 days of the decision being communicated to the student. If a request is submitted after this date, then the Executive Dean: Teaching, Learning & Student Success may decide whether or not the appeal should be allowed.

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- 12.2. The appeal for a Review of the Support for Study outcome should include brief details of the case and the grounds for the appeal and should be accompanied by any other supporting documentation.
- 12.3. A Case for Review may only be considered on the following grounds:
- 12.3.1. there was a procedural irregularity in the conduct of the disciplinary procedures;
 - 12.3.2. new evidence is now available which was not available upon reasonable enquiry or application at the time of the original meeting; and/or
 - 12.3.3. that the decision reached was of such nature that it was one which no reasonable person could have reached on the available evidence.
- 12.4. The Executive Dean: Teaching, Learning & Student Success will decide whether there is a case for review and if there is, then they may as the Dean of Faculty, where appropriate, to convene a new Stage Three Support for Study Panel. Where possible, the new Panel will not normally include any members of a panel previously involved in the case.
- 12.5. Following completion of this panel, the student will have exhausted the University's procedures and there will be no further grounds for appeal. The student will be issued with a Completion of Procedures letter by the Quality Team which will provide details of the Office of the Independent Adjudicator (OIA), whose role it is to independently review the application by the University of its own procedures. Details can be found at www.oiahe.org.uk or from:
- OIA
PO Box 3362
Reading
RG1 9UF

13. GUIDANCE

13.1. Conflict of Interest

- 13.1.1. Student Advice & Wellbeing may offer a student information, advice and guidance during the administration of this procedure. The Head of Student Support may be asked to advise University staff during the application of this procedure. Care will be taken to minimise the potential conflict of interest which may occur.

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- 13.1.2. Other members of academic or support staff may also have had previous involvement with the student prior to the Support for Study procedure being invoked. This will not preclude their involvement with the case, though care will be taken to minimise any conflict of interest which may arise.

13.2. Suspension from Studies and Intercalation

- 13.2.1. In exceptional circumstances, a student may be suspended from studies at any stage of this procedure by the Dean/Deputy Dean or nominee upon report of serious concerns and pending further investigation.
- 13.2.2. In such cases, the decision to suspend will be reviewed by the Dean/Deputy Dean (or nominee) every two weeks until the conclusion of the case or it is deemed appropriate for the student to return to studies during the course of the procedures. During the period of suspension, every effort should be made to hold the relevant Stage Two or Three meeting as soon as practicable.
- 13.2.3. Any student whose studies are suspended or terminated by the University under the Code of Practice for Support for Study shall not be entitled to a refund of fees and where necessary, it is the student's responsibility to inform the Student Loans Company (www.slc.co.uk) of their suspension/termination. The same also applies to an intercalation. The student may seek advice from Student Advice & Wellbeing regarding this.
- 13.2.4. Whilst a student is suspended or intercalated, they will not be permitted to engage with the University. They may continue to receive ongoing support through Student Advice & Wellbeing as an exception.
- 13.2.5. Intercalation or suspension should not normally be for a period longer than one year in total. If the intercalation/suspension period exceeds one year, then the student's studies should normally be terminated, and the student would be required to reapply should they wish to return at a later date.

13.3. Return to Studies

- 13.3.1. Following a formal decision to intercalate/suspend a student from studies at Stage Two or Three of the procedure, a Return to Study Review will be conducted within a four-week period of the expected return to study date.

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- 13.3.2. Students will usually only be permitted to return to studies following suitable medical or other evidence stating that the student is fit to return to study. A Return to Study Plan will normally be agreed four weeks prior to the student's expected return where possible and will be agreed by the student, the student's Programme Leader and the Dean/Deputy Dean. The plan will include specific support measures following consultation regarding reasonable adjustments with Student Advice & Wellbeing and will also include any other support deemed reasonable and necessary to allow the student to return to study. The student will be required to comply with all the agreed actions in order to remain at the University.
- 13.3.3. Following the student's return to study, they will be required to attend regular Review meetings with the authorised member of staff in their academic unit (i.e., a member of academic staff from the area, agreed by the Programme Leader). If appropriate, the meetings may also be attended by members of staff from Professional Services e.g., Student Advice & Wellbeing.
- 13.3.4. The Review meetings may normally cease after an agreed period but if it is deemed appropriate, these meetings may continue for the full duration of the student's study at the University.

14. GUIDANCE FOR STAFF

- 14.1. All staff and students have a personal obligation to adhere to the responsibilities outlined within the Equality Act 2010.
- 14.2. Disabled students are strongly encouraged to disclose any information about any disability they may have so that the University is able to implement reasonable adjustments to support the student throughout their studies.
- 14.3. It is the student's responsibility to disclose their disability and to discuss and agree to support offered by Student Advice & Wellbeing to support them.
- 14.4. It is the staff member's responsibility to ensure that, once the disability has been disclosed to them, Student Advice & Wellbeing and any other relevant authority within the University are made aware so that the appropriate reasonable adjustments can be made in accordance with the Equality Act.

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- 14.5. Students also have the right to confidentiality, however; the student should be asked whether or not they wish for the member of staff to whom they have disclosed a disability to disseminate this information elsewhere within the University. The staff member should ensure that the student is made aware that the information provided is confidential and would only be passed on with the student's consent. The student should also be informed of the way the information will be used and the benefits of sharing the information with those who would have a legitimate requirement to be made aware of the disclosure, such as Programme Leaders, Dean/Deputy Dean, Faculty Administration and any staff associated with the teaching and presentation of course material.
- 14.6. If a student discloses a disability to a member of staff, then that staff member should attempt to direct the student towards Student Advice & Wellbeing, which is based on the ground floor of The Hub (studentadvice@lincolnbishop.ac.uk / 01522 583600). The members of staff should outline the type of help available from Student Advice & Wellbeing and the role of Student Advice & Wellbeing in offering confidential advice and support. If the student does not wish the information regarding their disability to be disclosed, then the student and the member of staff should sign the Student Limited Disclosure Form. This form should then be sealed in an envelope marked "Confidential" and handed to the Dean/Deputy Dean and stored in a secure area. It should be emphasised to the student that, should they change their mind, then they are welcome to contact Student Advice & Wellbeing.
- 14.7. The University still has a limited responsibility to provide reasonable adjustments even if the student signs a Limited Disclosure Form and the staff member may be able to make limited adjustments themselves in agreement with the student, such as adapting handouts, etc. Staff may see additional advice and guidance from Student Advice & Wellbeing regarding student disability disclosures.

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15. FLOWCHART OF PROCESS

Stage One – Initial Concerns <u>Led by member of academic staff (agreed with Programme Leader)</u> • Student contacted by relevant member of academic staff (agreed with Programme Leader) to raise concerns. • Student given information regarding relevant available specialist support, e.g. Student Advice & Wellbeing, Digital Learning, Learning Support, etc. Where the student responds positively, the process ceases at this point. If the student does not respond positively or does not engage, proceed to the next stage.	Stage Two – Formal Intervention <u>Led by Programme Leader</u> • Student contacted again by relevant member of academic staff to reiterate concerns and arrange a formal meeting. • Actions with deadlines should be set to support the student in addressing the continued concerns (a record must be kept and shared with the student). • Clear consequences must be highlighted to the student if the concerns are not addressed sufficiently, e.g. break-in-learning, termination of studies. Where the student responds positively, the process ceases at this point. If the student does not respond positively or does not engage, proceed to the next stage.	Stage Three – Serious or Persistent Concerns <u>Led by Dean/Deputy Dean</u> • Student invited in writing to a formal meeting. • Actions against an agreed timeline set to address the persistent concerns (a record must be kept and shared with the student). • Review meetings are scheduled to monitor the actions. Where the student responds positively, the process ceases at this point. However, if there is not sufficient progress and/or engagement, possible outcomes are: • Enforced break-in-learning • Enforced termination of studies
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16. APPENDIX 1 – EXAMPLES OF A CAUSE FOR CONCERN

16.1. Examples of a Cause for Concern could include:

- 16.1.1. mood swings or unusual behaviour (e.g., aggressive, withdrawn, distressed, irritable), inappropriate behaviour (e.g., uncharacteristically bad language, invading personal space, excessive/unexpected or prolonged laughter, inappropriate touching)
- 16.1.2. significant or sustained pattern of withdrawal from social, cultural or sporting activities
- 16.1.3. signs of actions placing self or others at risk of significant harm
- 16.1.4. suicidal thoughts/attempts
- 16.1.5. signs of substance or alcohol abuse
- 16.1.6. signs of sustained pattern of sleep deprivation impacting on study
- 16.1.7. physical injury or incapacitation
- 16.1.8. behaviour leading to a police report to the University
- 16.1.9. expressing a threat/desire to harm others
- 16.1.10. a pattern of communications which appear irrational or extremely inconsistent
- 16.1.11. a pattern of unreasonable demands, which appear irrational, inappropriate or inconsistent
- 16.1.12. frequent failure to submit work or to comply with other requirements of the programme of study
- 16.1.13. extensive and long-lasting medical treatment which renders the individual incapable of accessing work
- 16.1.14. significant non-attendance or engagement
- 16.1.15. sudden deterioration of academic performance or engagement
- 16.1.16. changes in behaviour or health that make the student's use of equipment, etc. dangerous to themselves and/or to others

16.2. Such incidents outlined may be considered whether they occur inside or outside the University. It is important to note that isolated incidents will not normally give cause to invoke the procedures; concerns are usually the result of a number of indicators, a sustained pattern or a significant incident.

16.3. Significant concerns should be acted upon in a timely way and should be supported by evidence, which will enable the University to assess any risks to the student's wellbeing or those around them. In an acute emergency, the first action should always be to alter the emergency services by calling 999. Further information can be found in the University's guidance on Responding to Students Expressing Suicidal Thoughts/Intent, which is available to staff and students through the Student Advice & Wellbeing course page.