

Study and Wellbeing Review Policy

Please note that as a student of the University of Plymouth and studying with the BCNO Group, your studies are subject to the policies and regulations of our University partner.

In some cases, policies have been amended to make them specifically relevant to the BCNO Group and the requirements of the General Osteopathic Council or refer to job roles/titles not held at BCNO Group.

If you require further guidance, please contact the Quality Manager: quality@bcnogroup.ac.uk

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Summary of any amendments: In 2020 the policy was reviewed by a working group (University and Students’ Union) and the following main changes were made: <ul style="list-style-type: none">Renaming of each stage to provide greater clarityAdditional guidance about reasonable adjustments, risk assessment, PGR and apprenticeship studentsFlowcharts were added to show the policy ‘at a glance’Guidance was added about the process for admissions and that for appeal				
Document objectives: This document outlines the approach to supporting students (including apprentices) to continue their studies where there are concerns about their health, wellbeing or academic engagement or success. In particular: <ul style="list-style-type: none">Where concerns arise about a student’s academic performance, and/or where a student’s health adversely affects their attendance at or engagement with the UniversityEach stage of the procedure including where an outcome may include interruption from studyThe process for a student to request to return to study after an interruption This policy applies to all students at UoP sites of delivery unless exceptions have been approved. All our partner institutions must have a similar or equivalent policy, taking into account local concerns, legislation, regulation or culture. Partner institutions are welcome to use or adapt this policy, and a copy of their own local policy should be logged with Academic Partnerships.				
Intended Recipients: <i>Students and staff including staff at University of Plymouth Students’ Union; partner institutions</i>				
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1.2	Sep 2019	Alice Ludgate	1.1	Added section about university partners (section 1)
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1. Introduction

Welcome to the University of Plymouth's Study and Wellbeing Review Policy. A summary flowchart is available in [Appendix 1](#).

As a student of the University of Plymouth (UoP), we (the University) want you (our students) to be reassured about the University's commitment to your health, wellbeing and academic success. Many students receive support whilst they complete their studies, and we encourage all students to access support from the earliest possible opportunity, be that from the University or external services.

If your health, wellbeing or academic engagement or success begins to give you or the University a cause for concern or starts to impact on your studies, University staff will refer to this policy. That usually means arranging a meeting. [Appendix 2](#) provides more information about how we decide which meeting to hold:

- **Initial Support Meeting** where there are low-risk, emerging, initial concerns about your health, wellbeing or academic engagement or success
- **Support to Study Meeting** where initial concerns (discussed at an Initial Support Meeting) do not improve, or where there are more serious concerns about your health, wellbeing or academic engagement or success, which we might refer to as medium-risk
- **Serious or Continuing Concerns Meeting** where concerns discussed at a Support to Study Meeting do not resolve or if there are more significant concerns about your health, wellbeing or academic engagement or success which we might refer to as high-risk, we'll hold a meeting to discuss your overall fitness to study¹ including whether or not you should be temporarily interrupted from study
- **Return to Study Meeting** this is the meeting we may hold when you have requested to return following a period of temporary interruption

At all stages of the policy, the University aims to make decisions *with you* and we listen to what you would prefer to happen in situations where we have concerns about your health, wellbeing and academic engagement or success. We also consider the impact on other students and staff before reaching a decision. For students on professional programmes, all proposed recommendations and action plans are considered in light of operational and training requirements.

This policy applies to all students at UoP sites of delivery, unless exceptions have been approved. All our partner institutions must have a similar or equivalent policy, taking into account local concerns, legislation, regulation or culture. Partner institutions are welcome to use or adapt this policy, and a copy of their own local policy should be logged with Academic Partnerships.

2. Aims and scope of the policy

The aims of this policy are:

- To ensure all students benefit from being a member of the University community and can participate in all aspects of their programme of study, with a reasonable chance of obtaining the award for which they are registered
- To ensure all students can engage satisfactorily in any elements of study or assessment which take the form of placements, fieldtrips or work-based learning, particularly in a professional setting

¹ Fitness to study means you being able to take an active part in, and meet the requirements of your course. This includes you being able to live and work with others and to conduct yourself in ways that do not have an adverse impact on other members of the University and local community.

- To ensure no student is prevented, hindered or disrupted from accessing their studies due to the behaviour of another student.
- To ensure all students can engage in life as a student without their physical, mental, emotional or psychological health or state having an unacceptable harmful impact upon the student, other students, or University staff, and to manage any risks associated with this.
- To ensure staff can effectively carry out their duties.

This policy describes what we will do when we have a concern that:

- Your health is affecting your ability to engage appropriately in University activities and life as a student; and/or,
- Your engagement with your academic programme of study is declining or your academic performance has decreased; and/or,
- Your health and/or behaviour is impacting on other people, such as other students or staff; and/or,
- Your health and safety is at risk.
- Your support needs fall outside the scope of the support and other services which the University can reasonably be expected to provide as, primarily, a higher education institution.

[Appendix 2](#) gives you examples of scenarios that would involve meetings held under this policy.

The circumstances when this policy is used might be beyond your control. For example, you may become unwell or experience a deterioration in an underlying health condition or disability, which could be related to your physical or mental health. The focus of this policy is supporting you and all other students to successfully engage in their programme of study and stay well.

At all stages, we want you to have the right support to help inform decisions about what happens next, which could include being supported by the Students' Union or University support services. We make reasonable adjustments (see [section 10](#)) for students with disabilities to engage with this policy, and welcome feedback from you or an advocate about how we can best do that. For more information about the disability support within the University, visit our webpage:

Disability Services: <https://www.plymouth.ac.uk/student-life/services/student-services/disability-and-dyslexia>.

If you are enrolled on an apprenticeship programme, consideration will be given to your employer and their role in the process and the contractual relationship. This is in accordance with the employer agreement, Commitment Statement and Operation Handbook. In meetings held under this policy, there might be someone in attendance from our Central Apprenticeships Hub who help coordinate all apprenticeship programmes in the University.

2.1. Urgent concerns about welfare

In an emergency, for example a member of staff at the University becoming aware of a serious concern about your welfare, we may notify emergency services and University Security (if on campus), followed by Student Services. Depending on what has happened, we may consider immediately interrupting you from study (see [section 2.1.1](#)) and notifying someone external to the University (see [section 4.1](#)).

Immediate help options: <https://www.plymouth.ac.uk/students-and-family/support-in-times-of-crisis>

2.1.1. Immediate interruption from study or 'break in learning' (BIL)

[Appendix 3](#) includes a flowchart about the process of immediate interruption from study or 'break in learning' (BIL).

For students residing in University-managed accommodation, if we decide to interrupt you from study, you are required to leave this accommodation. We give you notice, as set out in your licence agreement, and we will be as flexible as possible. If it is not possible to support you for the duration of your notice period

in your allocated room, for example if there are significant concerns for the wellbeing of others in your flat, we will provide a suitable temporary alternative.

Following a risk assessment, if it is recommended (for your safety or the safety of others) that you do not visit University premises, you may visit campus to attend meetings held under this policy, or to visit the UPSU Advice Centre, with prior agreement from the University.

2.2. Applicants and pre-admission support

[Appendix 4](#) includes a flowchart about how this policy is used for prospective students and applicants.

We want to ensure everyone who applies to study at the University is able to engage with their chosen programme. Where there is a concern that, due to health, wellbeing or disability, you may be unable to fully engage with your programme, this policy is used.

2.3. Safeguarding and Prevent

We want our University community to be safe and conducive to work, study and the enjoyment of a positive experience for all. Any concerns that someone may be at risk of harm, abuse, exploitation or radicalisation are taken seriously. The University has a team of Designated Safeguarding Officers and Local Safeguarding Leads who receive referrals and may initiate a report to the relevant local authority. Find out more in the University Safeguarding Policy (including Prevent).

Safeguarding (including Prevent): visit <https://www.plymouth.ac.uk/students-and-family/parents-and-supporters/safeguarding-and-support-for-current-students> or email safeguarding@plymouth.ac.uk

2.4. Sexual violence, domestic abuse and misconduct

If we have noticed a change in your behaviour that worries us and we are concerned about your health, wellbeing or academic success, any conversation we have with you will be about what will help you, not the detail of what has happened to lead to this.

If you disclose that you have been the victim of a crime or an incident of sexual violence or misconduct, you do not need to provide us with details of the incident. We will signpost you to appropriate support and professionals, and it is your choice whether to make contact with them. With your consent, we can do this on your behalf if you would like us to.

Student Sexual Violence and Misconduct Policy: <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/student-conduct/sexual-violence-and-misconduct>

2.5. Fitness to Practise

This policy runs parallel to the University's Academic Regulations and a number of other relevant policies such as the Fitness to Practise Policy. If you are on a professionally accredited programme, for example in health, social care and education, the Fitness to Practise Policy will apply to you.

If you are on a programme that is Professional, Statutory or Regulatory Body accredited (PSRB), we may be required to provide reports of meetings held under the Fitness to Practise policy with the relevant body. This is because of their mandate to protect the public and the profession (see your programme handbook for more information or ask a member of staff in your Faculty Office).

3. Responsibilities within the Study and Wellbeing Review Policy

Who	Responsibilities
Deputy Vice-Chancellor Education and Student Experience	For the overall management and implementation of this policy (this may be delegated to the Academic Registrar or other senior staff)
Faculty Registrars, Doctoral College Manager, Central Apprenticeships Hub team	For day-to-day operation and administration of this policy, including keeping records of meetings
All University staff	For acting within this policy where they have concerns about a student's health, wellbeing or academic engagement or success
Students	You must let us know if your ability to study or engage with others safely as a member of the University community changes, or if you become unwell. You should engage with this policy by attending meetings and communicating with staff, including completing any action plan

4. Data protection, confidentiality and sharing information

The University complies with current data protection legislation including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We treat all personal information as confidential within the terms of the legislation, and recognise that within this policy, we will also process special category data about students (e.g. relating to students' health or personal circumstances).

UoP Privacy Notices: <https://www.plymouth.ac.uk/students-and-family/governance/information-governance/privacy-notice>

We share your personal information only amongst members of staff who need to know in order to offer you support including being able to use this policy (which includes if we are required to notify an accrediting PRSB).

We will ask for your agreement to share personal information obtained under this policy with relevant professionals outside of the University so that they can support you. Without your consent to do so, we will not pass on this information except if we had a safeguarding concern (see [section 2.3](#)). If you are an international student, you should be aware that we might be required to report any interruption to study or withdrawal from study to the UK Visa and Immigration Department.

If you speak to a University support service (e.g. Student Services) as part of this policy, we will ask for your agreement to share relevant information with your Faculty / the Doctoral College, for example about reasonable adjustments. If you choose not to share information with your programme team, this will affect our ability to support you and may mean that we cannot implement adjustments.

4.1. Talking to trusted friends, parents or supporters

If you or the university are concerned about your health, wellbeing or academic engagement/success, we encourage you to talk to someone about this like a trusted friend, parent or supporter. You can also talk to the UPSU Advice Centre for independent and impartial advice.

Students' Union Advice Centre: <https://www.upsu.com/advice/>

It is your decision to share the details of any meetings held under this policy with your next of kin or emergency contact. The only time we might do this, without your consent, is where we have very serious

concerns about your welfare, e.g. if your health has deteriorated and you are seriously unwell/at risk of serious harm. In such instances we may also liaise with emergency services. Our Student Privacy Notice outlines this.

Student Contract: <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/data-protection>

5. Initial Support Meeting

[Appendix 2](#) explains the circumstances that may lead to an Initial Support Meeting.

We will write to you via email (to your University email address) to organise a meeting. Normally we will give you at least three working days' notice of any meeting.

When invited to this meeting, we would encourage you to contact the Students' Union Advice Centre who can support you and talk you through how the policy works, including how meetings take place.

At an Initial Support Meeting, a member of staff from your Programme Team/Supervisory Team will discuss their concern with you to identify how we and other external services might be able to help; this could be your personal tutor, your Director of Studies or other relevant staff. At the meeting, we expect you to inform us if there are any underlying issues which might have led to us being concerned, so that we know how best to support you (you do not need to provide detailed information to us, only the nature of any underlying issues).

The outcome from this meeting will be an action plan, which we hope will address the concerns (see [Appendix 5](#) for a template).

If an Initial Support Meeting leads to us being more concerned about your health or wellbeing, we may arrange a Support to Study Meeting, where we may bring in other members of staff to advise, for example a Disability Advisor or Mental Health Advisor.

We keep a record of all meetings in writing. Records are usually via email or on a University system, such as S4, and you will receive a copy of the record of meetings including any action plan.

6. Support to Study Meeting

[Appendix 2](#) explains the circumstances that may lead to a Support to Study Meeting.

We arrange a Support to Study Meeting where either:

- An Initial Support Meeting (including action plan) has not sufficiently addressed the concerns we have about your health, wellbeing or academic engagement or success; or,
- You have chosen not to or have been unable to engage with the support offered or complete the action plan, within an appropriate timeframe; or,
- The concerns we have about your health or wellbeing are more serious or have escalated.

6.1. What happens at a Support to Study Meeting

We will write to you via email (to your University email address) to organise a meeting and we will record details of what we discuss. Normally we will give you at least three working days' notice of any meeting.

You will attend this meeting with members of staff such as:

- An academic representative such as your Programme Lead, School PGR Coordinator, Practice Educator or Central Apprenticeship Hub Reviewing Officer (who will usually Chair the meeting)
- A member of staff from University support services, such as a Disability Advisor or Mental Health Advisor, acting in an advisory capacity and not as an advocate for you

- A member of staff from the School, Faculty Office, Doctoral College, Academic Partnerships or Central Apprenticeship Hub (who will take notes)

If you have any objections about members of staff due to be at the meeting, you should contact the Chair of the meeting as soon as possible.

Prior to the meeting, we would suggest you contact the Students' Union Advice Centre for independent support including helping you prepare for a meeting as well as attending with you, if you wish. Alternatively, a friend can accompany you.

Students' Union Advice Centre: <https://www.upsu.com/advice/>

You cannot bring a legal representative to the meeting unless the decision might include excluding you from professional registration permanently, without right to appeal, thereby preventing you from following your intended career. This includes any meetings conducted over a videoconference or telephone, where you may be asked to confirm that no-one else is present. If the meeting may result in you being excluded from professional registration permanently, without right to appeal, we will advise you of this before the meeting.

6.2. Possible outcomes from a Support to Study Meeting

At a Support to Study Meeting, you should work with the staff present to agree an action plan to address the concerns that you or the university have identified. This action plan might include you:

- ✓ Attending regular meetings with a member of University staff, and/or
- ✓ Engaging with University support services, and/or
- ✓ Engaging with external professionals such as a GP, mental health services or applying for the Disabled Students' Allowance

There will be a review date for all actions including a date of a future meeting to review your progress against the action plan (normally this will be within 15 working days but could change depending on the nature of your programme).

We will encourage you to complete the actions put in place and demonstrate that you've done this. If you are unable or choose not to complete the action plan, we may arrange a Serious or Continuing Concerns Meeting (see [section 7](#)) with the possibility of you being interrupted from your programme or have a break in learning until you are able or willing to re-engage appropriately.

7. Serious or Continuing Concerns Meeting

[Appendix 2](#) explains the circumstances that may lead to a Serious or Continuing Concerns Meeting.

We use this stage of the policy where either:

- A Support to Study Meeting (including action plan) has not sufficiently addressed the concerns we have about your health, wellbeing or academic engagement or success; or,
- You have chosen not to or have been unable to engage with the support offered or complete the action plan, within an appropriate timeframe; or,
- The concerns we have about your health or wellbeing, or the health and wellbeing of others are more serious or have escalated and we need to discuss your overall fitness to study; or,
- You have been immediately interrupted from study (see [section 2.1.1](#)) and we need to meet to make a decision about your overall fitness to study

7.1. What happens at a Serious or Continuing Concerns Meeting

We will write to you via email (to your University email address) to organise a meeting and we will record details of what we discuss. Normally we will give you at least three working days' notice of any meeting.

At a Serious or Continuing Concerns Meeting, you will be meeting with members of staff such as:

- An academic representative such as an Associate Dean or other senior academic, which could include the Deputy Director of the Doctoral College for PGR students (who will usually Chair the meeting)
- A member of staff from University support services, such as a Disability Advisor or Mental Health Advisor, acting in an advisory capacity and not as an advocate for you
- An academic representative from the programme team
- A member of staff from the School or Faculty, Doctoral College or Academic Partnerships (who will take notes)
- Where appropriate, we may request external panel member to attend to support the discussion

If you have any objections about members of staff due to be at the meeting, you should contact the Chair of the meeting as soon as possible.

This meeting is an information-based discussion, where the University makes a decision about what to do regarding your studies, to address the concerns that have been identified. You'll be provided with a copy of all information the other members of the meeting will have access to, so that you can prepare and understand what sorts of things will be discussed.

You have the opportunity to give us your own description of the situation and your views about the best way forward, and you can share with us what your preferred outcome from the meeting is. We will want to hear about your ability and willingness to engage in support, whether from the University or externally.

As well as hearing from you, we may obtain additional information from an expert, such as a registered health or social work practitioner, if appropriate. This could include a letter from your GP, or a report from a clinical psychiatrist, psychologist or an occupational health specialist. The University will make decisions based on the full range of information and will not act upon the specific opinions or recommendations of any single professional. Any information received to inform this decision is treated with sensitivity and confidentiality, and is disclosed only to those who need to see it to reach a decision.

You can bring someone else with you to support you, such as a friend or member of the Students' Union Advice Centre.

Students' Union Advice Centre: <https://www.upsu.com/advice/>

You cannot bring a legal representative to the meeting unless the decision might include excluding you from professional registration permanently, without right to appeal, thereby preventing you from following your intended career. This includes any meetings conducted over a videoconference or telephone, where you may be asked to confirm that no-one else is present. If the meeting may result in you being excluded from professional registration permanently, without right to appeal, we will advise you of this before the meeting.

The Chair will facilitate the discussion at the meeting and members of staff at the meeting will consider various options for you (see [section 7.2](#)).

We will pause the meeting as often as is needed, for example if you want to take a break or have a private conversation with the person attending with you. Once the discussions have finished, the meeting will be paused for the Chair to make a decision about the way forward. At this time, you will leave the meeting.

7.2. Possible outcomes from a Serious or Continuing Concerns Meeting

A key purpose of this meeting is to support you to engage with your studies. We will consider options including implementing an action plan to resolve the concerns that led to the meeting, a change in your mode of study or to a more suitable programme of study, temporary interruption from study or, in some cases, a recommendation to the Vice Chancellor (or nominee) that you are withdrawn permanently from the University. If the meeting is held with an applicant who has not yet enrolled, the outcome of the meeting could include their enrolment being deferred (see [Appendix 4](#)).

Aside from this policy, you may choose to interrupt your studies at any point. If you decide you want to interrupt or if we decide to interrupt you from study, this will normally last for the remainder of the academic year.

The decision made at a Serious or Continuing Concerns Meeting will be communicated to you as soon as is practically possible, and where possible we will do this verbally (in all cases the decision will be given in writing). We will try to do this the same day of the meeting if the timing allows, but if not we may reconvene soon after. If we have been unable to meet with you to inform you of the decision, we will write to you to let you know the outcome. We will confirm in writing the outcome of any meeting within 10 working days.

When we write to you about an interruption from study, we will explain the process you can use to request to return to study (see [section 8](#)). If you do not request to return to study, and do not respond to communications, you will be withdrawn from your programme of study. You may appeal this decision if you have grounds upon which to do. Please see section 11.

In the same letter we will let you know the support you can access, which may include a meeting with Student Services who can help you transition to interruption. Disability Services will also be able to support you if you later plan to return to study and wish to apply for the Disabled Students' Allowance, which you are encouraged to do well in advance of requesting to return.

8. Return to Study

If you choose to interrupt or are temporarily interrupted from your programme (including a break in learning on an apprenticeship), you may at a later date want to resume study. Our priority in such situations is ensuring you are well enough to return and successfully engage in your programme and student life at that time.

8.1. What you need to do

You must contact us, giving at least six weeks' notice, if you want to request to return to study.

Upon hearing from you, we will work with you to assess your fitness to resume study which could include:

- Us sending you a short form to complete, providing more information about the request
- If relevant, you could send evidence like a letter from a registered health professional, social worker, law enforcement professional or anyone else who has been supporting you professionally
- We might ask you to provide a short reflective statement (usually around 500 words but certainly no more than 1,000), explaining why you want to return and any support you might need
- We may arrange a meeting to discuss your potential return or we may liaise with you over email/telephone/videoconference to collate relevant information

8.2. What we will do

Having reviewed the relevant information, the Dean of the Faculty, Academic Registrar or Director of the Doctoral College (or nominee) makes the decision about your request. The outcomes will usually be either:

- You return to study; or

- Your interruption is extended (for example if we do not have enough information on your case or are not content that the previous concerns or risks have been sufficiently resolved); or
- In some cases, we may decide that you should be permanently withdrawn from study

If you are returning to a registered health, social care or education programme, there may be a requirement to complete a new Disclosure and Barring Service (DBS) and Occupational Health check.

9. Rearranging or not attending a meeting

We will try to accommodate requests to move meeting dates to allow everyone to attend. You can request one postponement of this nature, but we expect everyone to adjust their diaries to allow meetings to take place within a timely manner. If you do not attend a meeting we have arranged, it may go ahead in your absence. We will write to let you know if this happens.

In the event that the University considers the cause for concern to pose significant risk and/or be time sensitive, it may be deemed necessary to arrange and proceed with the meeting without you present if you are unable to attend.

Alternatively, you may feel unable or not want to attend a meeting. We will work with you to try to enable you to attend any meeting and overcome any barriers to doing so, such as making reasonable adjustments (see [section 10](#)), and we encourage students to attend with someone else for support. If you wish, you can provide a written statement or verbal recording in advance of a meeting, instead of attending.

10. Support and reasonable adjustments as part of this policy

When arranging a meeting and supporting you under this policy, we will give you notice of the date and time of any meetings and will consider any adjustments you may require in order to engage fully with the policy. For example, you may prefer to attend remotely via videoconference, or have regular breaks. In all cases, you must notify the Chair of the meeting in good time (and no later than 24 hours) before the meeting of any questions you wish to ask about the meeting.

We are an inclusive organisation and we take seriously the responsibility we have to make reasonable adjustments for students. If you have a disability and to engage with this policy require there to be adjustments, you should let us know as soon as possible and at least within 24 hours of the meeting.

A reasonable adjustment is as an alteration to a procedure, which is necessary for a disabled student to be able to engage with that procedure. We will consider adjustments as reasonable if they:

- Remove or reduce the possible barriers to you engaging with the policy or being disadvantaged by it
- Are practical to make
- Are affordable
- Do not harm or adversely affect the health and safety of other people

11. Appeals

You can appeal against decisions made within this policy. By decisions, we mean a decision by the University to put into place an action plan with you, a decision to temporarily interrupt you from study, or a decision to recommend permanent withdrawal from your programme of study. To do this, you need to complete the appeal form and submit it, with any supporting evidence, to the Complaints and Appeals Team at appeals@plymouth.ac.uk within 10 working days of the decision being notified to you.

Any decision made under this policy will stand pending the outcome of an appeal, see [section 11.2](#).

Complaints and appeals: <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/complaints-appeals>

11.1. Grounds for appeal

The appeals procedure is not a means of setting aside professional judgements of university staff with respect to your wellbeing in accordance with this policy. You may submit an appeal on the following grounds:

- Material procedural irregularity; or,
- There is new evidence which for good reason, you were unable to provide at the time that the decision was taken under the Study and Wellbeing Review Policy; or,
- Bias, or reasonable perception of bias during the procedure; or,
- The decision made was unreasonable; or,
- The action which has been taken is disproportionate, or not permitted under the Study and Wellbeing Review Policy

In choosing to appeal, the UPSU Advice Centre can help you.

Students' Union Advice Centre: <https://www.upsu.com/advice/>

11.2. The appeal procedure

- Appeals against decisions within this policy at an Initial Support Meeting or Support to Study Meeting will be considered by a Head of School, Academic Registrar, the Deputy Director of the Doctoral College or School PGR Coordinator (or nominee)
- Appeals against decisions made at a Serious or Continuing Concerns Meeting or following a Return to Study request will be considered by a Deputy Vice Chancellor (or nominee)

The person considering the appeal will not normally have been involved in the decision against which you are appealing.

After you submit your appeal, the Complaints and Appeals Team will acknowledge this within 10 working days of receipt of the appeal form. This team will then provide a pack of information about your appeal to the person considering the appeal (see above). The person considering your appeal may conduct additional enquiries if they need clarification on any points of fact or supplementary information to make an informed decision. They shall then decide to uphold or reject (see [section 11.3](#) and [section 11.4](#)) your appeal.

The University endeavours to conclude appeals made against decisions taken under the Study and Wellbeing Review Policy within 20 University working days of receipt of the appeal form, however, complex cases may take longer and you will be advised accordingly and provided with updates.

Any decision made under this policy will stand pending the outcome of an appeal; for example, if you were interrupted from study, that interruption would stay in place until the appeal process has concluded. If your appeal is upheld, it does not mean that the original decision will automatically be overturned. Your case will be reconsidered under the relevant stage of this policy and a new decision will then be made.

11.3. If your appeal is upheld

If your appeal is upheld, the Complaints and Appeals Team will inform you in writing within 10 working days of the decision being made, and the case will be referred back to the relevant stage of this policy to

be reconsidered. If possible, the people who are involved in the reconsideration of the case will not have been involved when the case was originally considered.

You may not subsequently appeal a decision taken following reconsideration of the case at the relevant stage of this policy and will be deemed to have completed the University's internal procedures. You will be issued with a Completion of Procedures letter to refer your case to the Office of the Independent Adjudicator if you remain dissatisfied.

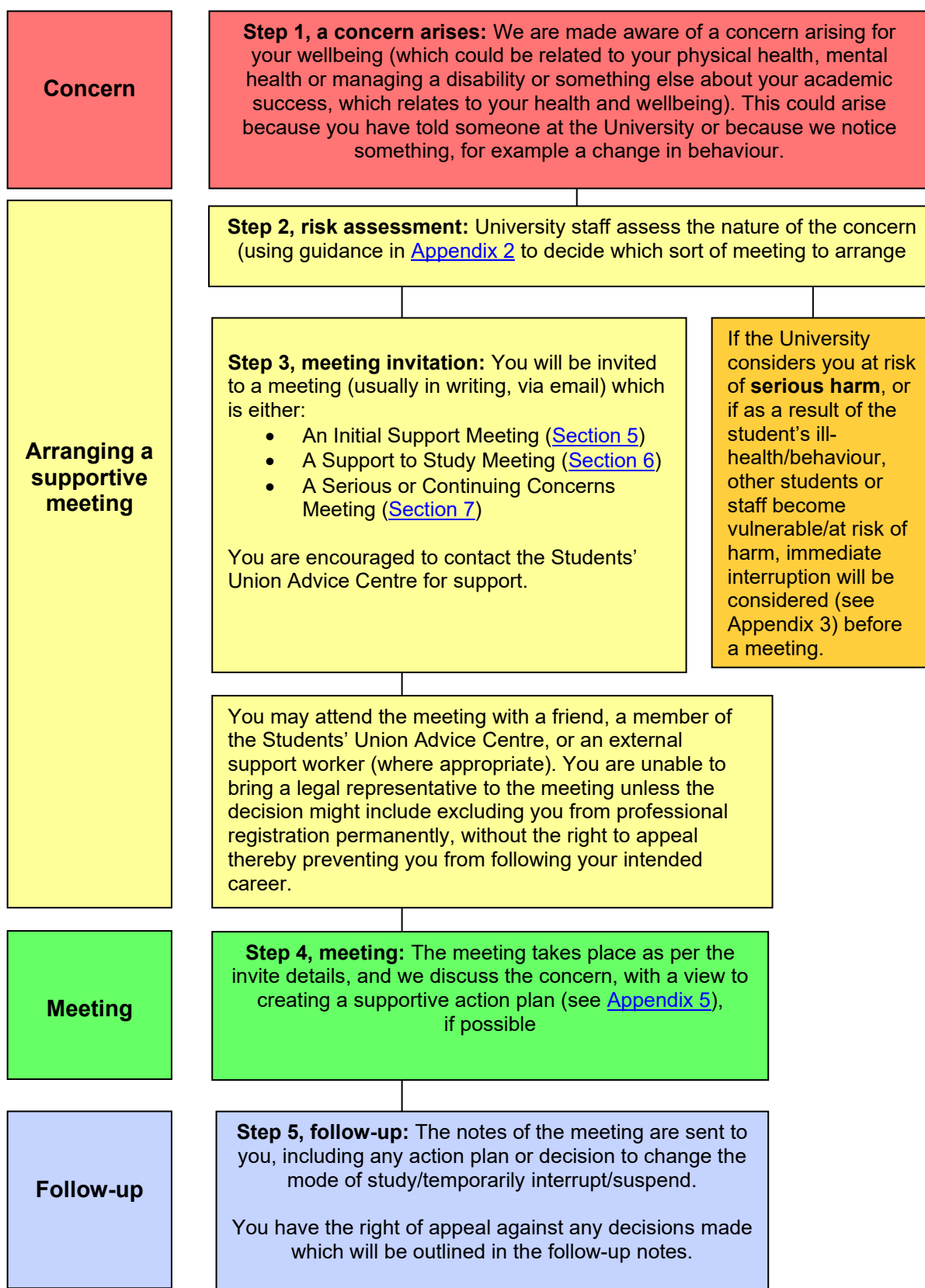
11.4. If your appeal is rejected

If your appeal is rejected, you will be informed in writing by the Complaints and Appeals Team within 10 working days of the decision being made, and will be deemed to have completed the University's internal procedures.

You will be issued with a Completion of Procedures letter to refer your case to the Office of the Independent Adjudicator (OIA) if you remain dis-satisfied. You may refer your case to the OIA within 12 months of the date of this letter.

Office of the Independent Adjudicator: <https://www.oiahe.org.uk/>

Appendix 1 – Study and Wellbeing Review Policy flowchart



Appendix 2 – How the University assesses risk

This section explains how we assess risk in order to decide if a concern is 'low', 'medium' or 'high' risk. When we refer to risk, we mean the risk of a student becoming unwell or coming to harm, risk to academic underperformance, and/or the risk of other students or members of staff becoming unwell or coming to harm.

We assess each cause for concern about a student on a case-by-case basis, with individual circumstances taken into consideration before deciding on a course of action. Illustrative examples on how the University would assess certain types of scenario in terms of risk are below. The considerations when assessing risk are as follows (this is not an exhaustive list):

- Can the student reassure us of their ability to keep themselves safe? Is there evidence of this?
- Are any other people (students, staff, housemates, etc) at risk of harm?
- Is the student accepting help and support?
- Can we overcome the concern(s) with reasonable adjustments and an action plan?
- Will the student agree to, and engage in, an action plan?
- Does the action plan sufficiently mitigate the risks of the student or others coming to harm?
- Is the student likely to fail the year?
- How has the student behaved previously when concerns have arisen (if applicable)?

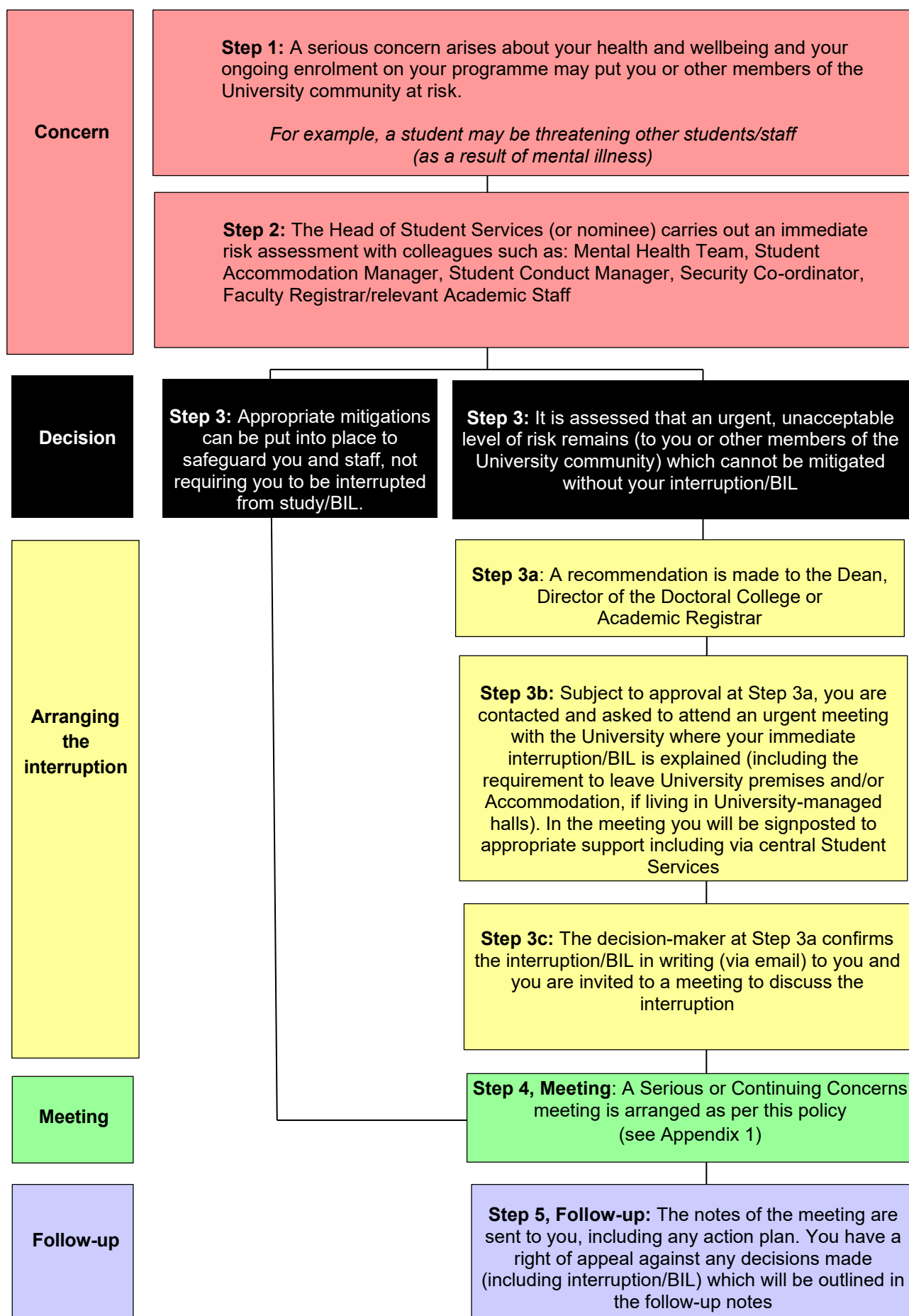
Nature of concern	Risk level & meeting
Student has a diagnosed disability and is struggling to fully engage in their programme, the student wants to consider alternative assessment and/or reasonable adjustments, which are straightforward for the University to implement within the programme (this could also arise as a result of the student submitting a claim for extenuating circumstances)	Low risk; ISM
Student is not engaging with their academic programme , e.g. has low attendance at sessions and is missing deadlines (such as include discussion groups/study tasks); student describes low mood	Low risk; ISM
Student has an upcoming fieldtrip and requires a discussion around reasonable adjustments/potential alternative assessments and support	Low risk; ISM
Any concerns identified and discussed at an Initial Support Meeting are not satisfactorily resolved within a reasonable timeframe and additional help is required from support services/external organisations	Medium risk; SSM
Student is experiencing vulnerability, such as suicidal ideation or an eating disorder and is voicing this to support teams or having been the recent victim of a crime, such as sexual assault; the student assures the University of their ability to stay safe and demonstrates they are actively seeking help (from external services and/or disability and/or mental health advisors)	Medium risk; SSM
Any concerns identified and discussed at a Support to Study Meeting are not satisfactorily resolved within a reasonable timeframe and additional help is required from support services/external organisations	High risk; SCC
Student is self-harming or voicing strong suicidal intent. Student may be relying on considerable support from flatmates , affecting the health of their flatmates	High risk; SCC
Student is aggressive towards their house/course-mates or staff as a result of their mental health, and/or causing a level of self-neglect to themselves and/or the environment, affecting others	High risk; SCC

Student is experiencing serious vulnerability (such as suicidal ideation with access to means, or a serious eating disorder) and is unable to assure staff of ability to keep themselves safe/does not demonstrate help-seeking behaviour	High risk, SCC
Student is experiencing psychosis and this impacts upon their ability to function (including study), including presenting risk of harm to self or others , and requires secondary mental health care	High risk, SCC
Student has been discharged from Emergency Department following a suicide attempt or serious self-harm	High risk, SCC

*ISM (Initial Support Meeting); SSM (Support to Study Meeting); SCC (Serious or Continuing Concerns Meeting)

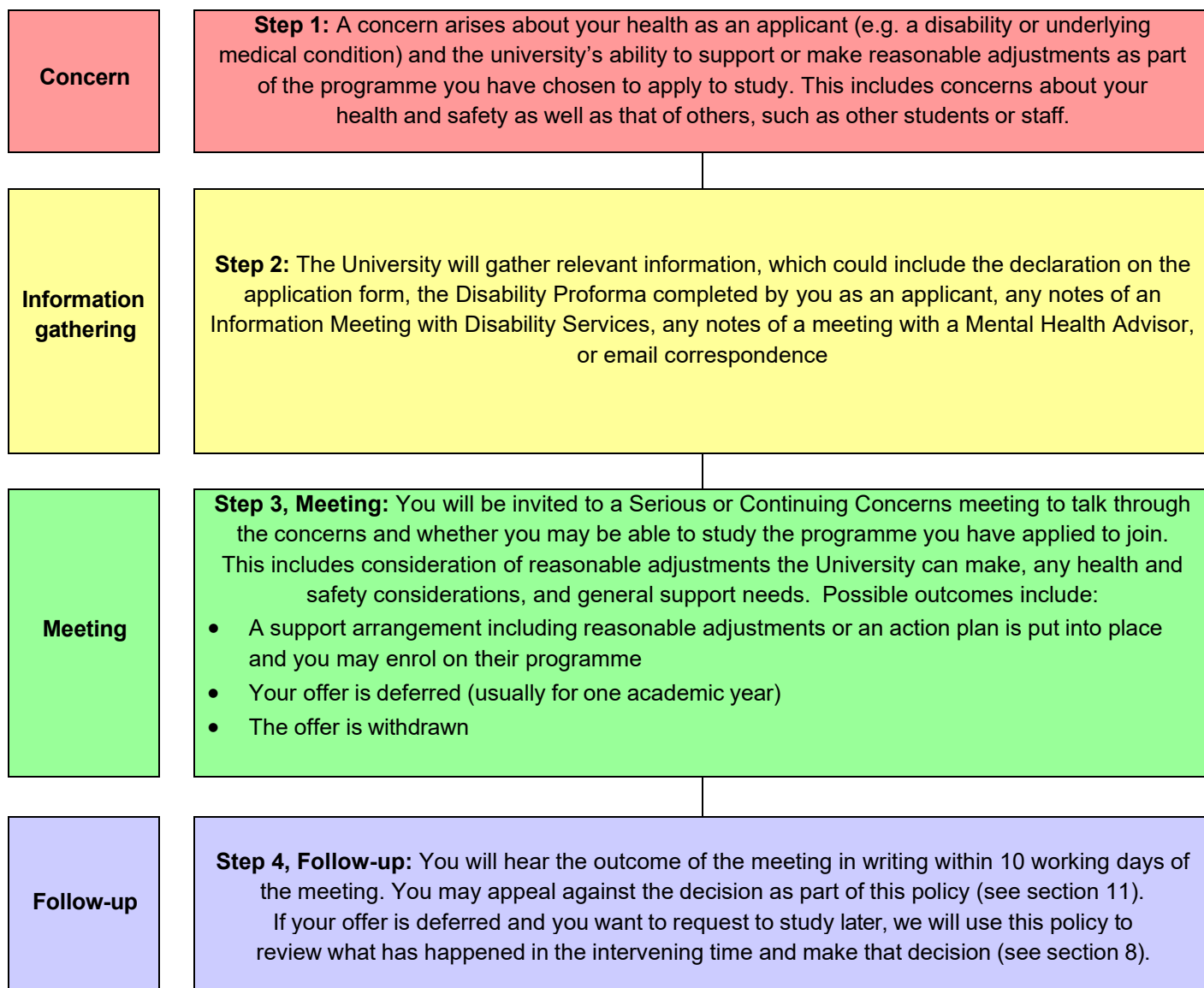
Appendix 3 – Immediate interruption (or ‘break in learning’)* flowchart

*Break in learning (BIL) is terminology used in relation to apprenticeship programmes



Appendix 4 – Admissions Flowchart

We welcome applications from people with disabilities and we support many applicants and students by making reasonable adjustments to enable them to effectively access their programme and engage with student life. This Appendix outlines the procedure we follow when we need to discuss with an applicant any underlying medical condition or disability which might affect their ability to engage in the programme for which they have applied.



Please also note the following:

1. At the point you enrol, you become a student. At that point, we cannot withdraw an offer and the outcomes of a Serious or Continuing Concerns meeting are as per section 7.2 of this policy, such as interruption from study
2. Any information meeting or Serious or Continuing Concerns meeting for you will not hold up an offer being made, which is decided in accordance with the University Admissions Policy
3. In all cases, the UPSU Advice Centre can advise you as an applicant/student

Students' Union Advice Centre: <https://www.upsu.com/advice/>

Appendix 5 – Action Plan template and example

This includes examples, which are fictional and based on a student named ‘Amelia’

Aim	Actions	Who is responsible for this action	Deadline
<i>For Amelia’s mental health to improve</i>	<i>Contact GP for support and to discuss medication review</i>	<i>Amelia</i>	<i>Within five days of date of meeting</i>
<i>As above</i>	<i>Visit the Student Hub to start application for Disabled Students’ Allowance</i>	<i>Amelia</i>	<i>Within five days of date of meeting</i>
<i>To review progress against the action plan</i>	<i>Arrange follow-up Support to Study Meeting to review this action plan</i>	<i>Faculty Registrar Office</i>	<i>Meeting to be arranged three weeks after first meeting</i>
<i>To enable Amelia’s academic success</i>	<i>Amelia and Personal Tutor to meet to discuss coursework deadline</i>	<i>Personal Tutor to let Amelia know availability for 1-1 tutorial</i>	<i>Within 10 days of date of meeting</i>