



BISHOP GROSSETESTE UNIVERSITY
Document Administration

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Version Control Table

Version Number	Date Authorised	Summary of Key Changes
1.0	22 nd July 2019	New Code of Practice



1. Scope and purpose

- 1.1. Bishop Grosseteste 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. 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. This Code of Practice follows the precepts and guidance contained in the Quality Assurance Agency (QAA) UK Quality Code for Higher Education, specifically the core practices: The provider has sufficient and appropriate facilities, learning resources and student support services to deliver a high-quality academic experience and the provider supports all students to achieve successful academic and professional learning outcomes.
- 1.3. 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 the issues are addressed in a timely, fair, consistent and transparent manner for all concerned.
- 1.4. 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.

2. Relationship to other procedures and codes of practice

- 2.1. There may be an overlap between a number of procedures when considering an issue relating to support for study, such as:
 - 2.1.1. [Code of Practice on Academic Appeals](#)
 - 2.1.2. [Code of Practice for Academic Misconduct](#)
 - 2.1.3. [Code of Practice for Extenuating Circumstances](#)
 - 2.1.4. [Procedures Relating to Student Disciplinary Offences](#)
 - 2.1.5. [Professional Suitability Policy](#)
- 2.2. Where a situation requires consideration under more than one procedure or Code of Practice, normally the Support for Study issues will be considered first, though the decision of which procedure to follow will be at the discretion of the Head of School, or other relevant senior officer.

3. Principles and protocols

- 3.1. In dealing cases under this Code of Practice, the following principles and protocols will be followed:
 - i. 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.



- ii. Privacy and confidentiality will be maintained insofar as that is compatible with protecting a student's wellbeing, or the health and safety of other individuals with whom the student is in contact, whilst establishing key information necessary for the University to understand a student's circumstance. 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 (that is, for instance the Registry Management Team will be informed of all cases as a standard measure). Please also see the University's [Privacy Policy](#).
- iii. 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.

4. Examples of behaviour which may cause concern

- 4.1. Concerns about a student's wellbeing or suitability to study may present themselves in a number of different ways. Any concerns about a student's wellbeing may prompt the university to work with them through this procedure; concerns about wellbeing can include physical and mental health, behavioural, attitudinal, social elements, or anything else which may have a bearing on student's studies and participation at the University; particularly their engagement with their course, or their interactions with those around them. The following lists a number of common indicators that may warrant concern:
 - i. 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);
 - ii. significant or sustained pattern of withdrawal from social, cultural or sporting activities;
 - iii. signs of actions placing self or others at risk of significant harm;
 - iv. suicidal thoughts/ attempts;
 - v. signs of substance or alcohol abuse;
 - vi. signs of sustained pattern of sleep deprivation impacting on study;
 - vii. disruptive relationships/ behavioural problems in University accommodation;
 - viii. behaviour leading to a Police report to the University;
 - ix. expressing a threat/desire to harm others;
 - x. a pattern of communications which appear irrational or extremely inconsistent;
 - xi. a pattern of unreasonable demands, which appear irrational, inappropriate or inconsistent;
 - xii. frequent failure to submit work or to comply with other requirements of the programme of study;



- xiii. significant non-attendance or engagement;
- xiv. sudden deterioration of academic performance or engagement; and/ or
- xv. changes in behaviour or health that make the student's use of equipment, etc. dangerous to themselves and/or to others.

4.2. Such incidents outlined in paragraph 4.1 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.

The list presented in paragraph 4.1 is not intended to be exhaustive.

4.3 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 that of those around them. In an acute emergency the first action should always be to alert the emergency services by calling (9)999, further information can be found in the University's guidance on Responding to Students Expressing Suicidal Thoughts/Intent.

5. Code of Practice for Support for Study

- 5.1. There are three stages to the procedure: Stage 1 - Initial Concerns, Stage 2 - Formal Intervention, and Stage 3 - Serious or Persistent Concerns. The stages are based on the perceived risk to the wellbeing and the health and safety of the student and other members of the University community.
- 5.2. Though it is usual to progress sequentially through the stages, 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.
- 5.3. In most situations, it will be appropriate to start with Stage 1 of the procedure. There may be some circumstances however where the level of risk/disruption presented requires immediate consideration at Stage 2 or 3. 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.
- 5.4. 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.
- 5.5. A student may be referred to the procedure on their return to studies after a period of interruption where appropriate.

6. Reporting a concern

- 6.1. 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.



- 6.2. 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 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.
- 6.3. If a student feels their personal circumstances are negatively impacting involvement with the University, they may discuss the possibility of initiating the support for study policy with their programme leader.

7. Concerns involving a criminal prosecution

- 7.1. The Head of School, or other relevant senior officer, 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.
- 7.2. 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 Head of School 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.
- 7.3. 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 Head of School.

8. Representation and attendance at support for study meetings

- 8.1. The University's Students' Union may, upon the request of the student, provide advocacy for the student. 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 2 or 3 as per paragraph 11.4 & 12.2.4. Student Advice is also able to offer advice to students and the Head of Student Support 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 should liaise with each individual party.

9. Disclosure

- 9.1. A member of staff may seek advice from the Head of School, Head of Student Advice, or the Registry Management Team about whether or not 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. Before any actions are taken under the Code of Practice for Support for Study, a member of the Registry Management Team should be consulted.
- 9.2. If a student chooses to disclose to a member of staff a health concern or disability but does not wish to disclose this information to Student Advice, who may be able to offer additional support, then the staff member and student should fill out a Limited- Disclosure Form, that records that the student has opted out of receiving the usual coordinated centrally the student advice. This form is



confidential and should be retained by the school and should not be sent to another department. The form is included as Appendix 1 of the procedures but may also be downloaded from the website. In cases where a student discloses a wellbeing concern, but wishes this not be disclosed beyond the school/professional support department, 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.

- 9.2.1. The school may disclose this form at a later date if a claim is made about the support given to the student.
- 9.3. 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 Fitness to Teach Policy.
- 9.4. 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.

10. Stage 1 – Initial concerns

- 10.1. Once the student's Programme Leader has been informed of a possible concern, or if they have a concern of their own, they must then inform the Head of School that they are minded to have a discussion with the student under these procedures.
- 10.2. The Programme Leader and the Head of School will consider the concerns and decide whether or not there is sufficient concern to proceed under the Code of Practice for Support for Study. Where appropriate, the Programme Leader and Head of School may discuss the possible invocation of other student procedures. The Programme Leader or Head of School should consult with a member of the Registry Management Team for advice.
- 10.3. If it is agreed the procedure should begin, the Programme Leader (or other suitable nominee) will then contact the student to propose a meeting, normally at least 1 day in advance. When contacting the student they should briefly outline the concerns have been raised under the procedure. The student may wish to contact the Students' Union or Student Advice if they have any concerns or questions regarding the procedure; the academic staff member should signpost the student to these services.
- 10.4. At the initial meeting with the student, the staff member will talk with the student in an empathetic and understanding manner about what the concerns are and how they feel it is appropriate consider the situation through this procedure. It should be explained the purpose of the procedure is to look at actions which may support the student's academic progress and overall wellbeing. The student should be encouraged to discuss the issues, including potential impact on themselves and others.
- 10.5. It should be explained to the student that, the University has a duty of care to them as one of its students, however, it is the student's responsibility to be able to meet the expectations of their programme, where reasonable adjustments are in place.
- 10.6. The initial meeting will provide an opportunity to discuss possible outcomes and determine whether any further support or actions by the student or the University are required. The staff member may make recommendations to the student, which may include:



- 10.6.1. regular attendance at study sessions;
 - 10.6.2. avoiding particular areas of the University or people for a period of time;
 - 10.6.3. submission of extenuating circumstances or appeals forms;
 - 10.6.4. counselling services available through Student Advice;
 - 10.6.5. advice or support through the Students' Union, Centre for Enhancement in Learning and Teaching or the Chaplaincy; and/or
 - 10.6.6. intercalation of study.
- 10.7. At the Support for Study Stage 1 meeting, the Record of Concern for a Student's Wellbeing Form (Appendix 2) should be used to record the key points and agreements from the initial discussion with the student and a copy should be sent to the student within five working days. Any actions agreed at the meeting should be recorded on the action plan (appendix 4) with measurable outcomes. A further copy should also be kept on the student's file for a period of time agreed with the student, this is normally for the duration of their current studies. The student should be reassured that the purpose of keeping the form on file is to ensure the University is providing all necessary support. A member of the Registry Management Team should also be informed that an initial meeting has taken place though it is not necessary to provide any further detail regarding the specific concerns.
- 10.8. The student should be informed that if the concerns continue, any additional cause for concern arises, or they do not engage with the process, then it may be necessary for the concerns to be considered under Stage 2 or 3 of the Code of Practice. It is advisable that the student's Programme Leader (nominee) makes up to three attempts to engage the student at the start of this process. However, the case may be escalated after fewer than three attempts where the perceived risk merits it.

Follow up meetings

- 10.9. The student and the Programme leader should agree a date for a follow up meeting, normally within one month of the initial meeting, to review the status of the concerns (Stage 1 Review Meeting) and to discuss the effectiveness of any actions previously agreed. The member of staff conducting the review meeting should fill out Stage 1 follow up record with the student, and update the action table devised at the previous meeting.
- 10.10. If concerns have been significantly reduced by the time of the review meeting, then no further action is required. The Programme Leader should inform the student, Registry Management Team, and Head of School in writing that the case has been closed.
- 10.11. If progress has been made, and/or this stage of the procedure remains appropriate for the risk to the student's studies and wellbeing, it may be appropriate to hold further review meetings under this stage.
- 10.12. If the informal intervention is unsuccessful, or the perceived risk too high, then the student will be progressed to an appropriate later stage of the procedure. If concerns arise again at a later date, following the closure of the original case, the University may choose to start the process again at a later stage, where appropriate.
- 10.13. 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 Head of School to discuss moving on to a later stage, as appropriate. If the Head of School approves moving the case to a later stage the student will be informed of this by the Programme Leader (or nominee). The Registry Management Team should be notified that the issue is being progressed to a later stage.



10.14. If the concerns escalate and lead the Programme Leader (or nominated staff member) to believe that the student may be putting themselves or other members of the University community at significant risk, then they must raise this with the Head of School who may consider moving directly to Stage 3 of the Code of Practice for Support for Study under paragraph 12.1. In such cases the Registrar will normally be informed. A member of the Registry Management Team should be notified that the issue is being progressed to an advanced stage.

11. Stage 2 – Formal Intervention

- 11.1. Stage 2 of the procedure should be used when Stage 1 has been unsuccessful such that the concerns are continuing or the concerns over the perceived risk to the student's studies or wellbeing are sufficiently serious to indicate that further engagement is required. This stage is normally undertaken by the Programme Leader or nominee at the request of the Head of School, with support from the student's personal tutor, or other suitable staff member, who is normally known to the student. The Head of School should contact a member of the Registry Management Team for advice on procedural matters and may also contact the Head of Student Support for general guidance on strategies for support.
- 11.2. The student will be given written notice of a formal meeting by the Programme Leader or nominee which should ideally be within 5 working days of the concern being raised within Stage 2. 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 members feel 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. Students are not obliged to disclose medical evidence, however, refusal to do so may impose limits on the adjustments the University may be able to make; additionally it may cause the University to assess the risks of situation as being higher than they are. The requirement for notice before formal meeting does not preclude any communication with the student at the time of a specific incident.
- 11.3. The meeting will normally include the Programme Leader or nominee as Chair and the student's personal tutor or another suitable member of academic staff, or senior staff member of the University. A member of Student Advice may also be invited by the student, if appropriate. The role of the member of Student Advice will be to provide impartial advice regarding specific help which may be offered to the student, along with suggestions regarding any reasonable adjustments which could be made.
- 11.4. 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, or parent.
- 11.5. The meeting will normally proceed regardless of whether the student attends or wishes to engage with the process.
- 11.6. During the meeting, the student (if present) will be informed of the concerns about their wellbeing, including detailed examples if appropriate. The student will be given the opportunity to respond and ask questions. The meeting will help to establish the student's own perception of their behaviour and the way in which this impacts on others within the University community.

¹ If the Programme Leader is unavailable then they may nominate a representative to attend on their behalf. If the concern pertains to Health and Safety concerns wider than the student's immediate academic work, the stage 2 meeting may be chaired by a senior staff member of the University – generally the Registrar or Head of Quality and Regulatory Compliance.



- 11.7. The meeting will seek to establish the next course of action, which could be one or more of the following:
- 11.7.1. that no further action is required;
 - 11.7.2. a request for medical evidence which confirms that the student is fit to study (subject to paragraph 15.2), such as a doctor's letter, occupational health referral etc.;
 - 11.7.3. any reasonable adjustments not already in place intended to support the student throughout their studies;
 - 11.7.4. an extension of deadlines;
 - 11.7.5. a mutually agreed action plan (Appendix 4), including specific actions (desired behaviour/expectations), support mechanisms and dates for review- if the Programme Leader or Head of School feels that an action plan is necessary but cannot be agreed then Stage 3 of the procedures should be implemented. The action plan should be agreed at the meeting and written up following the meeting by the Programme Leader. This will then be sent to the student, normally within 5 working days. Both the student and Programme Leader should sign the action plan to confirm that they agree to the actions and timescales outlined;
 - 11.7.6. 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;
 - 11.7.7. Intercalation of Studies – where intercalation of studies is recommended, this should be discussed and approved by the Head of School as soon as possible after the meeting. Other actions should be considered as alternatives to put forward to the Head of School should they consider that suspension is not the most appropriate action; and/ or
 - 11.7.8. any other actions intended to support the student for the duration of their period of study and ensure the safety and wellbeing of other students and members of staff within the University.
- 11.8. A report of the meeting and its outcome should be recorded by the Programme Leader or nominee. A copy will be provided to the Head of School within 48 hours of the meeting who will then approve the report and forward the record along with any action plan devised to the student, within 5 working days of the meeting.
- 11.9. 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 3 of the procedure.
- 11.10. The student's case should continue to be monitored until it is agreed by all involved that there is no longer cause for concern. This decision should be communicated to the Head of School and the Registry Management Team.

12. Stage 3 - Serious or Persistent Concerns

- 12.1. A student should be progressed to Stage 3 of the procedure where there are serious or persistent concerns about their behaviour which are putting the health, safety, wellbeing or academic progress of theirs or other members of the University community at significant risk.
- 12.2. The Head of School, University Chief Operating Officer if the concern, for instance, pertains to Health and Safety concerns wider than the student's immediate academic work, or nominee² will instruct

² If the Head of School, or University Chief Operating Officer if the concerns pertain to health and safety matters wider than the academic school, is not available for any reason for instance because of significant previous involvement with the case at a preceding stage, the meeting will be chaired by a senior member of academic staff from the School/ University Senior Officer.



the Registry Management Team to call a Support for Study Panel to discuss the situation. The Panel will normally consist of 3-5 people including:

- 12.2.1. the Head of School, or University Chief Operating officer, or nominee (as Chair of the Panel);
- 12.2.2. senior members of academic staff from the School;
- 12.2.3. an independent member of staff who has not been involved in the previous stages; and
- 12.2.4. a member of Registry will also be in attendance to instruct on procedure and take notes.

Such other members may be asked to provide evidence either in attendance or as a written submission:

- 12.2.5. a representative from Student Advice (at the student's request);
 - 12.2.6. the Student's GP or other relevant representative (provided the student gives consent);
and/or
 - 12.2.7. a member a University Support Service such as Estates, Accommodation Services, or Registry if appropriate.
- 12.3. The student will be informed of the meeting in reasonable time before the meeting is planned to take place and will also be informed at least five working days in advance of the meeting of who will be present and the type of information which will be considered at the meeting.
 - 12.4. The requirement of notice prior to the Formal meeting does not preclude communication with the student at the time of a specific incident, including consideration of options for support for the student.
 - 12.5. The student will be informed of the Panel meeting by the Head of School (or, if applicable, a nominee) in writing. The student will be encouraged, where appropriate, to provide detailed information for the Panel, including medical evidence (subject to paragraph 15.2). The student will be informed that they are able to submit a written representation to the Panel and will be required to attend in person to submit their representation. 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).
 - 12.6. If the student intends to be accompanied to the meeting, the student should inform the Registry Management Team of their intention to speak for themselves or 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 direct to the student (rather than addressing the panel) and that the student will speak for themselves. The student will also be asked to provide details of the nature of the intended evidence they wish to provide. The student is required to provide all requested information to the Registry Management Team at least 4 working days ahead of the Panel meeting.
 - 12.7. The Registry Management Team will contact the student to enquire whether they wish to provide details of witnesses who will either attend in person or provide written submissions, subject to the Chair's discretion.
 - 12.8. Each member of the Panel will receive a pack of documentation at least 3 working days prior to the meeting, which will include information such as:
 - 12.8.1. a copy of the Code of Practice for Support to Study;
 - 12.8.2. any medical or other information provided by the student in advance of the meeting; and



- 12.8.3. details of the case including previously agreed actions and evidence of all other incidents.
- 12.9. The Panel will normally still be held regardless of whether the student attends or refuses to engage with the process. The meeting may also proceed if an invited member is unable to attend, subject to the discretion of the Chair.
- 12.10. The purpose of the Panel is to share information about the student and agree appropriate actions. After reviewing the case, the panel may decide:
- 12.10.1. that no further action is required;
 - 12.10.2. to implement, or amend a previously agreed Action Plan;
 - 12.10.3. to implement reasonable adjustments, which could include amending the hours of study, providing additional tuition additional time in exams and extended library loans etc.;
 - 12.10.4. 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.;
 - 12.10.5. that, with the student's consent, it is necessary to agree an interruption of studies (leading to use of the intercalation procedure);
 - 12.10.6. that, without the student's consent, it is necessary to suspend the student from studies (leading to use of the Code of Practice for Intercalation (Suspension of Studies));
 - 12.10.7. that, with or without the student's consent, it is necessary to terminate the student's studies at the University (leading to use of the withdrawal procedure); and/ or
 - 12.10.8. any other actions which are intended to support the student in the successful completion of their studies.
- 12.11. A record of the Panel meeting signed by the Chair will normally be sent to the student within 5 working days of the panel meeting and if an Action Plan was agreed as the outcome then this will accompany the record. A copy of this documentation will also be held on the student's personal file.
- 12.12. If an Action Plan is agreed, it will normally include specific actions (desirable behaviour and expectations), support mechanisms and dates for review (See Appendix 4). The Action Plan may include a request for the student to provide evidence that they are fit to study (subject to paragraph 15.2) and detail of consequences should the student not choose to engage with the plan. If an Action Plan is the agreed outcome of the Panel meeting then it would normally be necessary to convene one or more review meetings which will normally include at least two members of the original (Level 3) Support to Study Panel.
- 12.13. At the Review meetings, the Panel will consider progress and will normally revisit the options previously considered at the Panel meeting and decide whether an alternative outcome is appropriate; this may include a decision that no further action is required, or that it is necessary to revisit alternatives to address any continuing or additional concerns. The student will normally be in attendance at the Review meetings and will have the opportunity to be accompanied by one person of their choosing. If the Action Plan has proved unsuccessful and the Review Panel decides that it is necessary to revisit an alternative decision, then Stage 3 of the procedure may be invoked again.
- 12.14. Where it has been decided to interrupt, suspend or terminate a student's studies at the University, then the Registry Management Team will ensure that this is recorded appropriately within School and Student Administration and on the student's file.
- 12.15. Depending on the nature of the concern and having taken relevant advice the Registrar 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.



13. Emergency Intervention

- 13.1. A case may be referred straight to the Registrar or the Chief Operating 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.
- 13.2. Any student who has been detained under the Mental Health Act will also be referred for an immediate emergency suspension. The Registrar or Chief Operating Officer may impose an emergency suspension with immediate effect pending the invoking of this policy.
- 13.3. Depending on the nature of the concern and having taken relevant advice the Registrar 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.
- 13.4. 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.
- 13.5. 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.
- 13.6. 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.
- 13.7. 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.
- 13.8. A Return to Studies Review will be conducted to consider the return to study of any student suspended under this section.

14. Request for Review

- 14.1. Should the student wish to invoke their right to appeal a decision at Stage 3 of the Code of Practice for Support for Study, then a request for review should be made in writing to the University Registrar within 21 days of the decision being communicated to the student. If a request is submitted after this date then the Registrar may decide whether or not the appeal should be allowed.
- 14.2. The student should use the form provided in Appendix 5 to this procedure to submit their request. 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.
- 14.3. A Case for Review may only be considered on the following grounds:
 - 14.3.1. there was a procedural irregularity in the conduct of the disciplinary procedures;
 - 14.3.2. new evidence is now available which was not available upon reasonable enquiry or application at the time of the original meeting; and/ or
 - 14.3.3. that the decision reached was of such nature that it was one which no reasonable person could have reached on the available evidence.



- 14.4. The Registrar will decide whether there is a *prima facie* case for review and if there is, then they may ask the Executive Dean³, where appropriate, to convene a new Stage 3 Support for Study Panel. Where possible, the new Panel will not normally include any members of a panel previously involved in the case.
- 14.5. 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 Registry Management 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. (www.oiahe.org.uk)

Second Floor
Abbey Gate
57-75 Kings Road
Reading
RG1 3AB

15. Supplementary Provisions

15.1. Audio Recording

- 15.1.1. The audio recording of meetings or hearings under this procedure is normally prohibited, although this clause may be revisited in an individual case subject to such a reasonable adjustment as may be agreed by the University under the Equality Act 2010.

15.2. Medical or other evidence

- 15.2.1. If, under the procedures, a student is encouraged to provide medical or other evidence of their fitness to study, a student may decline this request.
- 15.2.2. The University may seek advice from relevant external agencies and respects medical or other evidence provided regarding a student's fitness to study, but it will not necessarily be bound by this evidence. It is for the University to decide, usually through the Occupational Health referral procedure, whether or not it accepts a statement provided by a medical certificate of the student's fitness to study, taking into account the context, conduct and communications of the student.
- 15.2.3. It is normally expected that no costs will be incurred in providing additional evidence. However, if costs are incurred, they will generally be borne by the student. The University may however fund the cost of obtaining additional evidence if the University requests that the student complete an independent assessment to supplement evidence already provided by the student. If an independent assessment is required at the request of the University, then the University will make the arrangements and may also request that specific questions are addressed.

³ If the Executive Dean has already been involved with the case e.g. because of staffing issues at Stage 3 then another member of the Senior Leadership Team of the University will undertake the Review



15.3. Conflict of interest

- 15.3.1. Student Advice 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.
- 15.3.2. Other members of academic or support staff may also have had previous involvement with the student prior to the fitness to study procedure being invoked. This will not preclude their involvement within the fitness to study case though care will be taken to minimise any conflict of interest which may arise.

15.4. Suspension from studies and intercalation

- 15.4.1. In exceptional circumstances, a student may be suspended from studies at any stage of this procedure by the Head of School or nominee upon report of serious concerns and pending further investigation.
- 15.4.2. In such cases, the decision to suspend will be reviewed by the Head of School 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 2 or 3 meeting as soon as practicable, within 6 weeks.
- 15.4.3. 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 regarding this.
- 15.4.4. 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 as an exception.
- 15.4.5. 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.

15.5. Return to studies

- 15.5.1. Following a formal decision to intercalate/suspend a student from studies at Stage 2 or 3 of the procedure, a Return to Study Review will be conducted within a four week period of the expected return to study date.
- 15.5.2. 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 Head of School. The plan will include specific support measures following consultation regarding reasonable



adjustments with Student Advice, 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.

15.5.3. 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 School, agreed by the Programme Leader). If appropriate, the meetings may also be attended by members of staff from Professional Services e.g. Student Advice or Registry.

15.5.4. 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.

15.6. Monitoring of procedures

15.6.1. The effectiveness of these procedures will be kept under regular review by the Senate.

15.6.2. The Registry Management Team will prepare reports to the Senate and Audit Committee on the number of cases which have been considered.



BISHOP GROSSETESTE UNIVERSITY

Student Disability Disclosure Guidelines and Non-Disclosure Form

Guidance Notes for Staff:

All staff and students have a personal obligation to adhere to the responsibilities outlined within the Equality Act 2010.

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.

It is the student's responsibility to disclose their disability and to discuss and agree to support offered by Student Advice to support them.

It is the staff member's responsibility to ensure that, once the disability has been disclosed to them, Student Advice 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.

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, Heads of School, Registry, School and Student Administration and any staff associated with the teaching and presentation of course material.

If a student discloses a disability to a member of staff, then that staff member should attempt to direct the student towards Student Advice, which is based on the ground floor of the University Library (studentadvice@bishopp.ac.uk / (01522) 583600). The member of staff should outline the type of help available from Student Advice and the role of Student Advice 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 attached to the next page. This form should then be sealed in an envelope marked "Confidential" and handed to the Head of School to be 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.

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 hand-outs etc. Staff may seek additional advice and guidance from Student Advice regarding student disability disclosures.



BISHOP GROSSETESTE UNIVERSITY

Student Limited-Disclosure Form

Student Name:	
Student B-number:	
Date of Birth:	
Programme of Study:	

I **do not** give my consent for the information I have provided regarding my condition to be shared with any other department within the University, including Student Advice.

I **do not** wish to access any support from Student Advice and I understand that my decision not to further disclose information about my condition may mean that the University is unable fully to meet my needs as a disabled student and make reasonable adjustments to support my study as outlined in the requirements of the Equality Act 2010.

Student Signature:	
Staff Members Name:	
Staff Members Role:	
Staff Members Signature:	

This form should now be sealed in an envelope marked “Confidential – Student Limited-Disclosure Form - [Student’s University ID number]” and should be given to the Head of School to be stored within a secure setting.



BISHOP GROSSETESTE UNIVERSITY

Record of Concern for a Student's Health and Wellbeing

Student Name:	
Student B-number:	
Term Time Address:	
Home Address:	
Telephone Number:	
Email Address:	
Concerns raised by:	
Brief outline of concerns:	



Student Feedback	
Actions, recommendations and further support:	
Date for review:	
Declaration:	<p>I understand the nature of the concerns outlined to me by the University during the meeting today and recorded within this document. I am also aware of the possible consequences and impact of my fitness to study for both myself and others within the University community.</p> <p>I have agreed to work towards the actions and recommendations outlined within this form, as discussed with my academic coordinator, which has been agreed in order to support me throughout my studies.</p> <p>I am aware that, should I be unable or unwilling to engage with the actions and recommendations outlined within this document, further action will be undertaken by the University as appropriate.</p> <p>I am also aware that non-attendance on my part will also constitute a cause for concern and will be reported and acted upon accordingly.</p>



	<p>I consent to information surrounding my fitness to study being shared with other relevant services within the University where necessary such as the Registry Management Team and Student Advice.</p> <p>I understand that I am ultimately responsible for my own health and wellbeing and that it is my responsibility to be fit to study. I also understand the University's duty of care to support me and also to the wider University community.</p>
Student Signature:	
Staff Members Name:	
Staff Members Role:	
Staff Members Signature:	

The original form should be recorded in the students file for an agreed period of time or at least until no further action is required under the Code of Practice for Support for Study. A copy of this form should be given to the student.



BISHOP GROSSETESTE UNIVERSITY

Support for Study Review Form

Student Name:	
Student B-number:	
Programme of Study:	
Date of implementation of the Code of Practice for Support for Study:	
Stage of Code of Practice for Support for Study:	<input type="checkbox"/> Stage 1 <input type="checkbox"/> Stage 2 <input type="checkbox"/> Stage 3
Number of previous meetings:	
Name of staff member:	
Brief outline of initial concerns:	



<p>Staff member's comments on progress against agreed actions, recommendations and further support:</p>	
<p>Student's comments on progress against agreed actions, recommendations and further support:</p>	
<p>Next Steps:</p>	<ul style="list-style-type: none"><input type="checkbox"/> The concerns have subsided, no further action required. <i>Agree the amount of time that the documentation regarding the student's fitness to study should be held on their file. This should take into account the likelihood of further incidences occurring in the future.</i><input type="checkbox"/> The level of intervention has been unsuccessful, progress to the next stage of the Code of Practice for Support for Study. <i>Follow the next steps as set in the Code of Practice for Support for Study.</i><input type="checkbox"/> Some concerns remain though not significant enough to progress to the next stage of the procedure, another review meeting is required.



Agree further actions, recommendations and support:	
Date of next review meeting:	
Student Signature:	
Staff Members Name:	
Staff Members Role:	
Staff Members Signature:	
Date:	

The original form should be recorded in the students file for an agreed period of time or at least until no further action is required under the Code of Practice for Support for Study. A copy of this form should be given to the student.



BISHOP GROSSETESTE UNIVERSITY

Support for Study Agreed Action Plan

Date:	
Student Name:	
Student B-number:	
Programme of Study:	
Name of staff member responsible for reviewing progress against actions:	
Names of staff members who contributed to the action plan:	
Date agreed (please indicate if the student was not present):	
Stage of Code of Practice for Support for Study:	<input type="checkbox"/> Stage 1 <input type="checkbox"/> Stage 2 <input type="checkbox"/> Stage 3
<p>This action plan may be used in accordance with Stage 2 or 3 of the Code of Practice for Support to Study. Though the student concerned does not need to be present at the time of drafting the proposed actions, they will need to sign the plan to confirm an intention of completing the actions identified. A failure on the student's part to agree to the proposed actions could lead either to progression to stage 3 of the procedure, or the Support to Study Panel reconsidering another outcome as per the procedure.</p>	



Action:	Desired behaviour/ expectations:	Support mechanism (staff or service):	Achieved by/ on-going:	Date for review:
Student Signature:				
Staff Members Name:				
Staff Members Role:				
Staff Members Signature:				



Date of next review meeting:	
Student Signature:	
Staff Members Name:	
Staff Members Role:	
Staff Members Signature:	
Date:	

The original form should be recorded in the students file for an agreed period of time or at least until no further action is required under the Code of Practice for Support for Study. A copy of this form should be given to the student.



BISHOP GROSSETESTE UNIVERSITY

Support to Study – Request for Review (Student Appeal)

If you are a student at Bishop Grosseteste University and you wish to appeal against a decision taken by the University under Stage 3 of the Code of Practice for Support to Study then you should do so within 21 days of being made aware of the decision. Any appeal which is received by the University after this point will be for the discretion of the Registrar whether or not to consider the appeal.

You should address your appeal to the Registrar either by post (Registrar, Bishop Grosseteste University, Longdales Road, Lincoln, LN1 3DY), or by email (registrar@bishopp.ac.uk).

You should use the appeal template on the following page to help structure your appeal.

You may only appeal against a decision by the University in relation to the Support for Study procedures on the following grounds:

- you believe that there has been a procedural irregularity in the conduct of the Support for Study procedures;
- new evidence is available which was not available upon reasonable enquiry at the time of implementation of the procedures and would have a significant impact upon the overall decision of the panel; and/ or
- you believe that the decision reached was of such nature that it was one which no reasonable person could have reached on the available evidence.

It will be for the Registrar to decide whether or not, on the face of it, there is a case for review. If the Registrar feels that there is a need to review the decision then they will instruct the Head of School, where appropriate, to convene a new Support for Study Panel under Stage 3 of the procedure. Where possible, the new Panel will not normally include those panel members in attendance at the last meeting; it is more likely that those previously involved with the case would be called as witnesses during the new panel hearing.

Once this panel has met and you have been informed of the final outcome at the Appeal Stage you will have exhausted all of the University's procedures for handling fitness to study cases. At this stage, you will be issued with a Completion of Procedures Letter by the Registry Management Team, directing you towards the OIA (the University's external ombudsmen) should you remain dissatisfied.



BISHOP GROSSETESTE UNIVERSITY

Request for Review of a Decision under the University's Code of Practice for Support for Study

Student Name:		
Student B-number:		
Term time address:		
Home address:		
Telephone number:		
Email address:		
Preferred method of contact:	<input type="checkbox"/> Email <input type="checkbox"/> Post	
Grounds for appeal:	<input type="checkbox"/> Procedural Irregularity <input type="checkbox"/> New Evidence <input type="checkbox"/> Unreasonable decision	
Member of staff primarily conducting Support for Study procedures:	Stage 1	
	Stage 2	
	Stage 3	
Brief details of University's actions /concerns regarding Fitness to study:		



<p>Previous actions undertaken by the University/ Reasonable Adjustments made:</p>	
<p>Previous actions agreed and undertaken by the student:</p>	
<p>Reason to believe there are grounds for appeal:</p>	



Student signature:	
Date	
Additional information:	
Desired outcome of appeal panel:	