

Student Support Review Guidance for Staff	
How and when should the regulations be used?	<p>Concerns should be acted on promptly, as early intervention and support can result in better outcomes for the student and may avoid the situation becoming more complex.</p> <p>Early liaison with Enabling Services for advice and guidance is recommended to ensure that support being offered to the student is appropriate and staff feel supported when they have concerns.</p> <p>The Student Support Review procedure should be considered as an alternative to other means of managing concern about academic conduct or progress where there is sufficient concern that a student's behaviour, attendance and academic progress could be the result of mental or physical ill health or disability or have an impact on the health and safety of other people.</p>
Does this apply to all student groups?	The policy includes all undergraduate, postgraduate taught, postgraduate research and students in full time and part time study on the University campuses and/or placements.
What are the triggers for use of the Student Support Review Regulations?	<p>There are a wide range of circumstances for putting the Student Support Review Regulations into place. These include, but are not restricted to, the following:</p> <ul style="list-style-type: none"> • The student has told a member of the University that they have a problem and/or provided information that indicates that there is a need to question their fitness to study. • The student's disposition is such that it indicates that there may be a condition that which is having a significant adverse impact on their health or that causes them to have difficulty making adjustments of a reasonable nature that might indicate a need to address an underlying mental health problem, for example they have demonstrated mood swings, shown signs of depression or become withdrawn. • Serious concerns about the student emerge from a third party (eg. a housemate, friend, colleague, placement provider, member of the public, medical professional) which indicate that there is a need to question their fitness to study. • The student exhibits behaviour, which would otherwise be dealt with as a disciplinary matter but which it is considered may be the result of an underlying physical or mental health problem. • The student's academic performance or physical behaviour causes concern and this is thought to be the result of an underlying physical or mental health problem.
Outcomes	Following the Student Support Review a number of outcomes are possible:

	<ul style="list-style-type: none"> • The student may suspend their studies • The student may be supported to continue with their studies • An action plan may be devised in conjunction with the student covering but not limited to: <u>Support from Faculty</u> <ul style="list-style-type: none"> - Establishing a timetable for work required, taking into consideration upcoming activities and deadlines - Establishing a process to check in with student on progress - Support with relevant paperwork eg Special Considerations - Agreement on access to relevant Faculty staff to support student <u>Support from Enabling Services</u> <ul style="list-style-type: none"> - Discussion of coping strategies - Discussion of further support available eg First Support, Counselling, Study Skills, Mentoring - Agreement on access to support services - Establishing a process to check in with student on progress
<p>What happens if a student is not satisfied with the decision making process undertaken by the Student Support Review procedure and wishes to contest the decision?</p>	<p>The student can appeal the decision of the Panel using the Student Support Review Regulations Appeal Process available via the University Calendar. It is important that the student is advised to use this Appeal process rather than the University's Regulations Governing Student Complaints.</p>
<p>Who are the key referral contacts in the University?</p>	<p>Generally, if you are in doubt and need advice, contact: Enabling Services, external tel +44 (0)23 8059 7726, internal 27726 during office hours (8am – 6pm)</p> <p>If the matter is urgent and action needs to be taken outside of office hours, please contact Student Life on 02380 598180</p> <p>Students can also access free and independent help from The Advice Centre throughout the process. Advice Centre staff can help the student before, during and after any meetings. Students can book an adviser meeting by ringing 02380 592085 or visiting The Advice Centre upstairs in Building 40.</p>
<p>What are the requirements for handling records associated with the Student Support Review Regulations?</p>	<p>You need to record any relevant information in Banner and any Faculty or Service specific systems. Retain all related files to use to capture statistical data for annual reporting to University Programmes Committee (UPC).</p> <p>Students may apply to return to study after 24 months of continuous absence, so it is important to retain these records for at least that period. It is only in exceptional circumstances that return to study will be considered after more than this period.</p>

	<p>It is important to follow the University's Data Protection Policy guidelines for storage of sensitive information and to adhere to a high standard of confidentiality. Further information can be found in the Regulations.</p>
Return to Study	<p>Any student returning from a suspension after a Student Support Review, at which they have been suspended or agreed to suspend, must then attend a Return to Study meeting with a Faculty representative and Enabling Services.</p> <p>Enabling Services will lead on drawing up a Return to Study Plan in consultation with the student and the relevant academic lead. The student should have ownership of the plan and managing their return but Enabling Services will monitor this at specific time points agreed at the meeting and laid out in the plan.</p>