

# UNIVERSITY OF PLYMOUTH

## Study and Wellbeing Review Policy and Procedures

### Guidance notes for Staff

#### Introduction

These guidelines should be read in conjunction with the Study and Wellbeing Review (SWR) Policy and Procedures document. See:

[https://www.plymouth.ac.uk/uploads/production/document/path/10/10517/Study\\_and\\_Wellbeing\\_Review\\_Policy\\_formerly\\_Fitness\\_for\\_Study\\_.pdf](https://www.plymouth.ac.uk/uploads/production/document/path/10/10517/Study_and_Wellbeing_Review_Policy_formerly_Fitness_for_Study_.pdf) These notes give guidance on the circumstances in which to act, and what actions should be taken.

**All academic and professional staff must take action if they become aware of concerns about either a student's level of engagement with their course of study, or their behaviour, resulting from possible health or wellbeing issues.**

- **Safeguarding and Prevent**

**If you are concerned about the welfare of a student (including children or non-students affected) in relation to a safeguarding concern or suspicion of allegations of exploitation or harm please contact Claire Oldfield on 01752 582052 or at [claire.oldfield@plymouth.ac.uk](mailto:claire.oldfield@plymouth.ac.uk). Claire Oldfield has responsibility, delegated from the Director of Student Services, for dealing with concerns around allegations, or suspicions, of exploitation.**

- **Emergencies**

**Where it is believed that a student's health or wellbeing condition presents an immediate risk to themselves or others, the appropriate Emergency Services should be contacted. See our Immediate Help Options webpage: <https://www.plymouth.ac.uk/student-life/services/learning-gateway/counselling/support-in-times-of-crisis> The Study and Wellbeing Review procedures described below will be invoked subsequently as appropriate.**

- **Off-site activities**

For issues that relate to fieldwork, trips placements or other off-site activities staff should also refer to the Safety Policy Code of Practice available at.

[https://liveplymouthac.sharepoint.com/sites/u77/Publishing/HS\\_COP\\_015%20Off-Site%20Activities%20and%20Fieldwork%20Jan%202016.pdf](https://liveplymouthac.sharepoint.com/sites/u77/Publishing/HS_COP_015%20Off-Site%20Activities%20and%20Fieldwork%20Jan%202016.pdf)

These notes outline who is responsible for implementing the SWR policy at the three stages as follows. **A template for making notes of Stage One meetings and agreed actions is also included below.**

**Stage One – Low risk:** an informal meeting organised either by academic or professional support staff as outlined in section 1. below.

**Stage Two – Medium risk:** a Student Support Meeting organised by the Faculty Registrar with the Programme Leader, Senior Tutor, personal tutor or other relevant academic; and relevant members of professional services staff such as a member of Residence Life, or LSW staff, a mental health or disability adviser.

**Stage Three – High risk:** a Formal Case Conference with Associate Dean Teaching and Learning (or nominee), Faculty Registrar (or Doctoral Training College Manager), Programme Leader, Senior Tutor, personal tutor or other relevant academic and relevant members of professional services staff as indicated above.

**Appeals** can be submitted against decisions at Stages One, Two or Three of the policy. These should be submitted in writing to the Complaints and Appeals Office within 10 working days of the decision being notified to the student concerned. Appeals should be submitted in line with the University's Appeals Procedure, which can be found at:

<https://documents.plymouth.ac.uk/uop/documents/registry/appeal%20against%20the%20decision%20of%20an%20assessment%20board.doc>

Further details about appeals can be found in section 11 of the SWR policy document.

## 1. Stage One: Emerging concerns

When concerns emerge about a student's wellbeing or potentially harmful impact on others, which may affect their overall fitness to be a student at the University of Plymouth, the SWRP procedure should be invoked with a Stage One meeting.

Where the concerns become known in the course of teaching and learning activities, the meeting should be called by the relevant member of academic staff (e.g. personal tutor, module or programme leader). Where the concerns arise outside of academic contexts (e.g. in halls or residence), the Stage One meeting should be called by relevant members of professional staff. This could involve staff from Learning Support and Wellbeing (LSW); from Residence Life or the International Office.

In either case, however, if these concerns are already serious when they come to light – e.g. if they are found to have been persistent, come from more than one source, or there is direct threat to safety of the student or others - then a Stage Two medium risk, or Stage Three, high risk, meeting will be required immediately without holding a Stage One meeting.

For advice on which Stage is appropriate, staff can consult their Faculty Registrar (FR), the Doctoral College Training Manager (DCTM), Director of Student Services or the Head of LSW.

Academic or professional staff should conduct a Stage One meeting as follows:

- 1.1 The meeting should be held in a suitable room where there is a reasonable level of confidentiality and comfort.
- 1.2 Explain that the meeting is designed to be supportive as part of the University's SWRP, and is aimed at addressing concerns, gathering information and signposting to support.
- 1.3 Explain why the student has been called to the meeting – e.g. concerns about absences, behaviour, engagement in classes, concerns of others, or the student's own expressed concerns or difficulties. Remind the student that it is their responsibility to inform the University of any issues of which they are aware that would prevent them from being fit for study on their Programme.
- 1.4 Ask the student for their own account of what is happening to them or how they are feeling.
- 1.5 **Academic staff:** Ask if the student is already engaged with any of the University's support services (e.g. counselling, disability or mental health support) and if so, would they be willing for you to contact the support service to ensure a joined up approach. Signpost to other appropriate support if necessary (see list in 1.8 below).
- 1.6 **Professional staff:** Ask if the student has discussed any of the issues with their personal tutor or other academic staff. Ask if they would be willing for you to let the relevant academic staff know, to ensure a joined up approach. Signpost to other appropriate support if necessary (see list in 1.8 below).
- 1.7 **Where you believe there is an immediate, serious risk of harm to the student or to others you do not need to seek consent to disclose the information.** In such cases, please also inform your line manager and the relevant FR.
- 1.8 Refer the student to other sources of help and support as appropriate:
  - Physical or mental health issues – student's GP
  - University LSW services – accessed via the Learning Gateway in RLB, tel. 01752 587676
  - LSW email addresses
    - Care Leavers: [careleavers@plymouth.ac.uk](mailto:careleavers@plymouth.ac.uk)
    - Chaplaincy : [chaplaincy@plymouth.ac.uk](mailto:chaplaincy@plymouth.ac.uk)

- Disability Services: ds@plymouth.ac.uk
- Learning Development : learn@plymouth.ac.uk
- Peer Assisted Learning Scheme (PALS) : pals@plymouth.ac.uk
- Student Wellbeing Services: studentcounselling@plymouth.ac.uk
- Full details of LSW services can be found at:  
<https://www.plymouth.ac.uk/student-life/services/learning-gateway>
- Mental Health Advisor drop-in (12.30 pm-1.30 pm weekdays), the Listening Post (10am-4pm weekdays), Anytime Advice and Mental Health Helpline – (24 hours) Freephone: 0800 042 0134
- Finance Issues – SU Advice on the first floor of the Student Union, tel. 01752 588373. Also the Student Funding Unit [studentfunding@plymouth.ac.uk](mailto:studentfunding@plymouth.ac.uk) tel. 01752 587680.
- Academic skills or essay writing – Learning Development on the ground floor of RLB and the Writing Café on 4<sup>th</sup> floor of Babbage.

- 1.9 Agree follow-up actions with the student (such as attending classes regularly, applying for extenuating circumstances, coming back to see you etc.) and agree review dates; advise that if these are not met by the review date, escalation to Stage Two may occur and a Student Support Meeting will be held.
- 1.10 Complete brief notes (see template below) and send them to the FR or DCTM to keep on record, and, with consent where necessary (see points 1.5 - 1.7 above), send to other relevant academics and LSW services.
- 1.11 If a student does not attend a stage 1 meeting, this should be noted and a letter should be sent to rearrange the meeting as quickly as possible. Stage 2 meetings should not be called **simply** because a student did not initially attend the stage 1 meeting, but may be necessary if concerns continue.

## 2. Stage Two: Student Support Meetings

Stage Two Student Support Meetings (SSMs) may arise from escalation following a Stage One meeting (see 1.11 above), or where concerns arise that warrant proceeding directly to Stage Two. This is where there is a clear need to put in place a formal action plan. **As the outcome of the SSM, the student will be required to accept the action plan as a condition of continuing with their studies.** The FR, DCTM, Senior Programme Administrator (SPA) or their nominee will arrange the meeting, invite all attendees and ensure notes are taken. **NB The student should be invited to attend**

**approximately 15 minutes after the meeting commences in order for any sensitive or confidential matters to be raised.**

2.1 The Programme Leader / Senior Tutor acts as Chair of the meeting to facilitate proceedings:

- Explains why the meeting has been called and explains that it is aimed at ensuring that the correct support is in place.
- Asks student for their account of how they are; what is happening; and their feelings about the situation. Reminds the student that it is their responsibility to inform the University of any issues of which they are aware that would prevent them from being fit to be a student at the University of Plymouth on their Programme of study.

2.2 LSW, Residence Life or other relevant support staff should be in attendance at the SSM (e.g. Disability Advisor or Mental Health worker) to provide information about support available.

2.3 The main purpose of the SSM is to agree a plan of achievable actions with the student. It must be made clear if these are not met, escalation to a stage 3 Case Conference may occur and that this meeting can enforce interruption or withdrawal (where appropriate).

2.4 The SPA or other relevant member of admin staff will take notes at the meeting and will disseminate these to attendees following the meeting (after confirmation from the Programme Leader/Senior Tutor).

### **3. Stage Three Case Conferences (Fitness for Study meetings)**

If urgent concerns arise about a student's health, safety, wellbeing or impact on others, a Stage Three or Fitness for Study Case Conference will be called without the need for Stage One or Stage Two meetings. Stage Three may also be invoked as an escalation from Stage Two if a student is unable or unwilling to meet their commitments to an agreed SSM action plan. The Case Conference will be an evidence informed process and has the authority to recommend a range of decisions as listed in 3.5 below. Full details of the role of Stage Three Case Conferences are given in section 9. of the policy document.

3.1 A call for a Stage Three meeting may come from an academic member of staff such as the Programme Leader; or from other senior staff such as the Director of Student Services, Head of Residence Life or LSW. The request must be sent to the relevant FR or DCTM.

- 3.2 The FR or DCTM will set up the meeting and invite attendees. Appropriate medical evidence, witness statements or incident reports will be requested from the relevant attendees and from the student to be considered at the meeting. **NB The student should be invited to attend approximately 15 minutes after the meeting commences in order for any sensitive or confidential matters to be raised.**
- 3.3 Where an urgent Case conference is needed but no member of either the Disability, Wellbeing or Mental Health teams is available to attend at short notice, the FR or DCTM should contact the Head of LSW (or the manager of Wellbeing Services or Disability Services) to ensure that any relevant information from these areas is available to the case conference.
- 3.4 Students are invited to bring a supporter, friend or relevant professional to the meeting. This may include a mental health professional or student union representative. A student will not be permitted to bring a legal representative to a formal hearing unless the decision of the Panel or Committee is likely to exclude the student from professional registration permanently, without right to appeal, thereby preventing the student from following his or her intended career.
- 3.5 A suitable chair will be appointed, e.g. the Dean, or nominee such as an Associate Dean Teaching and Learning; the Director of Student Services or Head of LSW.
- 3.6 The Stage Three Case Conference Meeting follows the same procedure as the SSM (points 2.1 – 2.4), however this meeting has the authority to recommend the following:
- Interruption to study. This would normally be for the remainder of an academic year
  - A change in the student's mode of study or programme where suitable
  - Permanent withdrawal from the university under certain circumstances. (See section 9 of the SWR policy document).
- 3.6 The Faculty Registrar or nominee will take notes at the meeting and will disseminate these to attendees. The student will be informed in writing of the agreed actions or outcomes of the meeting within 10 working days.
- 3.7 Where a letter needs to be sent to a student known to have serious anxiety or related conditions, and the letter contains information likely to be particularly stressful - e.g. an invitation to a stage 3 meeting, or a 'difficult' decision, such as their withdrawal or interruption - then a face-to-face meeting should be arranged for its delivery. This will be done where academic, LSW or Residence Life staff deem the student to be vulnerable – e.g. a suicide risk. **In such cases, the Faculty Registrar will organise a meeting for this purpose, invite the student and a relevant member of LSW or Residence Life support staff, along with the Director of Student Services, Head**

**of LSW or Head of Residence Life. The Director of Student Services, Head of LSW or Head of Residence Life will then deliver the letter by hand to the student with the support staff present.**

3.8 If a student is interrupted from their studies they will not be able to use the full range of support available to current students but will be encouraged to maintain contact with their personal tutor and their Faculty Office. Some limited access to Learning Support and Wellbeing services and/or Non-Medical Help support for students with disabilities may be agreed; this will be negotiated according to individual circumstances.

3.9 Following an interruption from study, **if a student wishes to return, this is not an automatic process.** The student must send a request in writing to their Faculty Registrar and a further Case Conference will be held to consider their request. Medical evidence and/ or the completion of a reflective task may be required. Full details of the return to study procedures can be found in section 12 of the SWR policy.

**Stage One Study and Wellbeing Review Meeting Notes**

**Student name:**

**Student Reference Number:**

**Programme and stage:**

**Explain that meeting forms stage 1 of the SWR policy:** Raising concerns, fact-finding, signposting to support.

**Explain why the student has been called to the meeting – provide details below:**

**Ask the student for their account – provide details below:**

**Signpost to support if necessary:**

- Physical or mental health issues – student's GP
- University LSW services – accessed via the Learning Gateway in RLB, tel. 01752 587676
- LSW email addresses
  - Care Leavers: [careleavers@plymouth.ac.uk](mailto:careleavers@plymouth.ac.uk)
  - Chaplaincy : [chaplaincy@plymouth.ac.uk](mailto:chaplaincy@plymouth.ac.uk)
  - Disability Services: [ds@plymouth.ac.uk](mailto:ds@plymouth.ac.uk)
  - Learning Development : [learn@plymouth.ac.uk](mailto:learn@plymouth.ac.uk)
  - Peer Assisted Learning Scheme (PALS) :  
[pals@plymouth.ac.uk](mailto:pals@plymouth.ac.uk)
  - Student Wellbeing Services:  
[studentcounselling@plymouth.ac.uk](mailto:studentcounselling@plymouth.ac.uk)
- Full details of LSW services can be found at:  
<https://www.plymouth.ac.uk/student-life/services/learning-gateway>
- Mental Health Advisor drop-in (12.30 pm-1.30 pm weekdays), the Listening Post (10am-4pm weekdays), Anytime Advice and Mental Health Helpline – (24 hours) Freephone: 0800 042 0134
- Finance Issues – SU Advice on the first floor of the Student Union, tel. 01752 588373. Also the Student Funding Unit [studentfunding@plymouth.ac.uk](mailto:studentfunding@plymouth.ac.uk) tel. 01752 587680.
- Academic skills or essay writing – Learning Development on the ground floor of RLB and the Writing Café on 4<sup>th</sup> floor of Babbage.

**Agree actions** – provide details below:

Name	Action / next steps agreed	Deadline	Review date

**Advise the student that failure to complete these actions may result in escalation to a stage 2 Student Support Meeting**

**STAFF NAME:**

**DATE OF MEETING:**

**Please forward these notes to your Faculty Registrar. Please ask the student's permission to share the notes with other relevant staff such as a disability advisor or mental health worker.**

## Study and Wellbeing Review Policy and Procedure Flow Chart

### Stage One

- Initial emerging concerns about a student
- Academic and/or professional staff meet student
- Gather and record information from the student send to relevant staff
- Signpost student to appropriate services
- Agree follow up action points and review date with student
- If student does not attend **and** concerns continue move to Stage Two

### Stage Two

- Arise where there are ongoing concerns about the student
- Faculty Registrar or nominee arranges meeting
- Programme Lead or appropriate academic staff act as Chair for meeting
- Attendees invited to discuss student situation before the student is invited to join the meeting.
- Ask for student to detail their situation.
- UoP staff talk about support available to student both academically and via professional services staff.
- Agree action points with student with explanation of Stage Three process if appropriate.
- Notes taken are disseminated to all attendees.

### Stage Three

- Escalation from Stage Two Student Support Meeting or where student risk is high
- Programme Team arrange meeting
- Associate Dean Teaching & Learning or nominee will act as Chair.
- Format of meeting the same as Stage Two
- Stage Three meetings can interrupt or withdraw student from study after student safety and wellbeing of staff and others around them are considered.
- Faculty registrar will disseminate notes of the meeting to all attendees
- Student will receive letter with agreed actions or outcomes of the meeting within ten working days.