Support to Study Policy and Procedure (Students)

Directorate of Student and Academic Services

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This document provides a framework for the coordinated management and support for students whose conduct, behaviour or wellbeing may disrupt their studies or pose risk to themselves or others. This policy is intended for times when such behaviour is a result of disability, underlying health condition or mental health difficulty.	

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(Please note this replaces the Health, Wellbeing and Fitness to Study Policy and Procedures from 1st March 2026)

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1.0 Introduction

The University is committed to supporting students' wellbeing and recognises that a positive and enabling approach to the management of physical and mental health issues is key to student academic achievement and to their wider student experience.

The University defines Support to Study as a student's ability to participate fully and successfully as a student, in relation to their academic studies, life generally at the University and how they interact with others across our community.

The University recognises that there are times when a student's conduct, behaviour or wellbeing may disrupt their studies or pose risk to themselves or others.

This policy is intended for times when such behaviour is a result of disability, underlying health condition or challenges with their mental health.

2.0 Purpose of this Policy and Procedures

The Support to Study process has been designed to:

- Help students to participate fully and satisfactorily in student life when they experience difficulties or have conditions that may require extra support.
- Provide a positive and supportive approach to the management of students physical and /or mental health and wellbeing.
- Be supportive to students and ensure they are safe and confident to proceed in their studies.
- Ensure that the University has explored appropriate, proportionate and reasonable support to enable the student to complete their studies. This will include input from the relevant specialists in Student and Academic Services and where possible collaborative working with statutory and other services will be initiated.
- Ensure disability related reasonable adjustments have been considered, where appropriate put in place and available funding is accessed.
- Provide a clear set of procedures which can be used by staff when a student's health, wellbeing and/or behaviours are affecting their ability to progress academically and/or engage in their student experience at university.
- Encourage early intervention and active collaboration between staff in managing situations where there are concerns raised regarding a student. These concerns may include a student's:
    - academic progress
    - health and/or wellbeing
    - ability to live safely and independently at university

  - interaction with other students

- Provide a consistent, co-ordinated and sensitive approach to managing situations or behaviours which have become problematic and where it is not considered appropriate to apply other internal procedures such as the Student Disciplinary or Fitness to Practise procedure.

- Clarify expectations for both staff and students in managing such situations.

This is so we can:

- Enable the student to progress, meet the required learning outcomes and complete their course.

- Agree an action plan to support student progression with clear responsibilities and expectations.

- Consider whether the student could be fit to study at this time with appropriate support.

3.0 The Scope of this Policy

The Policy applies to all stages and modes of study and applies to students throughout the period of their registration with the University. For students studying for university awards at a Partner College or overseas collaborating institutions, matters falling under this policy will be dealt with under their institutions' procedures.

It does not replace disciplinary procedures or consider general academic underperformance and does not replace Fitness to Practise procedures that are in place on professional programmes of study.

For apprentices, who are both employees and students, additional considerations may apply. The University will work in partnership with the apprentice's employer to support health, wellbeing, and fitness to study, while ensuring appropriate confidentiality.

Where the issue involves Fitness to Practise, the meetings which are a requirement at Stage 0 and Stage 1 under this procedure will serve as the preliminary investigation. Should the support to study be referred to the Fitness to Practise procedure, the student will still be required to meet with the relevant senior staff member from the faculty to discuss the matter.

The requirements of Professional, Statutory and Regulatory bodies will take precedence over this policy and procedures.

If a police investigation or criminal proceedings have begun or are likely to begin in relation to the alleged behaviours, the University may suspend the Support to Study process (at any stage) until the police investigation/proceedings have been concluded. The Support to Study process may be restarted at any stage if the University thinks it is appropriate in the circumstances.

All timescales referred to in this document are measured in 'calendar days' which means every day of the week including Saturdays and Sundays, except for university closures days such as public holidays and Christmas closures. Full details of term dates and university closures days can be found here Term Dates.

Freedom of speech and academic freedom

In any matter falling under this policy, the University will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the Freedom of Speech Code of Practice. In the event of any conflict between this policy and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

4.0 When to use the Support to Study (STS) Procedure

This procedure can be initiated in instances where a student's health, wellbeing or behaviour causes the University concern for, example when it is considered that a student's behaviour:

- Poses a risk to their own health, safety and/or wellbeing and/or that of others.
- Is already or at risk of disrupting or negatively affecting the teaching, learning and/or experience of other students.
- Are currently or are at risk of negatively affecting the day-today activities of the University.
- Result in unreasonable and or unmanageable responsibilities being placed on staff or other students.
- For apprentices, concerns may arise in the workplace or university setting. Concerns from employers that affect academic engagement may also be considered under this procedure.

5.0 Structure of the Procedure - Stages

The Support to Study process has three stages. The stages represent the degree of concern and/or the perceived seriousness of the situation, and it can be started and resolved at any stage.

If a member of staff is concerned about a student's health or wellbeing, they can initiate the STS process.

- The procedure can be entered and resolved at any level.
- In most cases Levels 0 and 1 should be used before escalation to Stage 2.
- If the concerns are not remedied by the recommended and agreed actions, then this can be escalated to the next stage

At each stage it should be considered whether the information, especially outcome decisions, should be communicated to the student initially by a meeting with them.

Please also see Section 14.0 Exclusion, Suspension and Precautionary Actions.

6.0 Consultation

The Panel may consult others, such as support workers, Student Union Advisers, Student Wellbeing Services. Should consultation be required with external advocates, for example a student's designated NHS professional, this will be managed by Student Wellbeing Services, so that they may better understand any concerns being raised and the type of support the student has available to them.

This will be done with care to protect the confidentiality of personal information, subject to necessary action to safeguard student's safety or wellbeing.

Where it is thought that the concerns are due to an ongoing or emerging mental health difficulty, learning need or disability, it is important to consult the Student Wellbeing Services Team wellbeing@gre.ac.uk .

Students will also be provided with opportunity to provide information at each stage.

Where the student is an apprentice, a representative from the employer may be invited to attend or provide input to meetings, with the apprentice's consent, to enable joined-up support.

7.0 Extenuating Circumstances

Where any summative assessment is imminent, the student may be advised to consult the Extenuating Circumstances policy here. The panel should also consider if it would be appropriate to put in an Extenuating Circumstances claim on behalf of the student.

8.0 Record Keeping

All correspondence related to STS, including meeting records, agreed action plans, and student statements, will be shared by faculties with Student Wellbeing Service via the Support to Study SharePoint channel. This will then be securely stored in the centralised online case management system.

The record will be retained for the duration of the student's programme of study, plus an additional five years, in compliance with data protection regulations, including the General Data Protection Regulation (GDPR).

After this retention period, the record will be securely disposed of. Electronic records will be deleted and physical documents shredded.

Student Wellbeing Services will be the designated owner of these records and will have oversight.

In addition, the following applies to the different stages: Please do not include any sensitive or confidential information in emails, just student's name and ID number. Sensitive and confidential information should only be sent through the Support to Study SharePoint channel

Stage 0

- Faculties must notify StS@greenwich.ac.uk that a stage 0 meeting is due to take place and provide them with the proposed action plan once it is drawn up.

Stage 1

- Faculties must notify StS@greenwich.ac.uk that a stage 1 meeting is due to take place including documentation sent to the student and the outcome information including any action plan.

Stage 2

- Faculties to fill in proforma requesting Wellbeing to initiate a Support to Study Stage 2, ensuring clear reasoning for the STS is stipulated on the form. Student Wellbeing Service will then go ahead and make arrangements for the panel and ensure everything, including all correspondence and outcome is documented on SLM.

9.0 Trusted contacts

If at any stage it is felt that a student's Trusted Contact should be contacted, an email requesting this must be sent to Student Wellbeing Services, wellbeing@gre.ac.uk who will refer this to senior colleagues in SAS, who will consider this under the Trusted Contacts Guidance.

10.0 Interruption of study due to ill health outside of the STS procedure

Where a student has been engaged with Student Services at the University and has elected to interrupt study, the process given for returning to studies in section 16.0 Returning to Study will be put in place for them by the Service that was providing support.

11.0 Stages of the procedure

Initial stage, Stage 0

Stage 0 should be used when there are emerging concerns about a student's health, wellbeing and/or behaviours and the impact this has on their ability to progress at university and or engage in university life.

Concerns may include (but are not restricted to) a deterioration in health, attitude, personal conduct, attendance, ability to meet deadlines, ability to succeed academically, or ability to participate in student life.

In cases of emergency please refer to the Students Giving Cause for Concern Framework here and the Supporting Students with Mental Health Concerns document here.

Following an emergency incident, it may then be appropriate to instigate the Support to Study Procedure to ensure a student is well enough to continue with their studies.

11.1 How to raise a concern and initiate a stage 0 meeting

Concerns about a student's health and wellbeing under the STS Procedures should be raised in writing to the relevant Associate Dean (Student Success), normally within five calendar days of the initial concern being raised. The Associate Dean (Student Success) or their nominee will then identify an appropriate member of staff as the 'lead person' to meet with the student to consider the concerns that have been raised.

A stage 0 meeting may also be initiated and conducted by Student Wellbeing Services where they have concerns about a student. This meeting will usually be with members of Student and Academic Services for example colleagues from Student Services including our Student Wellbeing Service who will nominate a lead person and may also include members of Faculty or Directorates. In all cases the Associate Dean (Student Success) will be advised where a Stage 0 meeting is taking place.

Those attending the meeting and their role will be clearly communicated to the student ahead of the meeting

An email must also be sent at this time to: StS@greenwich.ac.uk **advising that the student is being asked to attend a stage 0 STS meeting.** Please do not include any sensitive or confidential information in this email, just student's name and ID number. Sensitive and confidential information should only be sent through the Support to Study SharePoint channel.

11.2 Stage 0 - Timeframe

The lead person should arrange a meeting with the student within ten calendar days. The student should be given clear information in writing (see template at Appendix A, 1.1) as to why there is a cause for concern, as well as information about this procedure with particular emphasis on the fact that it is designed to be a supportive process as well as who will be attending the meeting.

11.3 Stage 0 - Meeting Structure:

The meeting should include:

- Where called by the faculty:
    - the lead person nominated by the Associate Head of Student Success or their nominee
    - If appropriate a member of Student Wellbeing Services
- Where called by Student Wellbeing Services
    - One or more of the Student Wellbeing Service Team
    - Where appropriate members of the students Faculty or colleagues from a Directorate who have raised a concern.

Stage 0 is intended to be relatively informal; students may be accompanied by a friend or supporter of their choice or an adviser from the Students' Union. A student who intends to be

accompanied should inform the organiser of the meeting of the name of the person accompanying them in writing in advance of the meeting.

Where it is thought that the concerns are due to an ongoing or emerging mental health difficulty, long standing illness, learning need or disability, it is important to consult the Student Wellbeing Services team wellbeing@gre.ac.uk.

Some students may lack confidence to participate without support. Students may already have external support workers or advocates working with them. Independent advice and guidance is available from the Greenwich Students' Union Advice Service here.

The lead person should ensure that information regarding the Student Union services is included in any correspondence (see template at Appendix A, 1.1) with the student.

The lead person should contact the student, in a sensitive and understanding way, to request a meeting. They should explain that this is a result of concerns raised about their health and/or wellbeing, this could be done in person, by email or letter.

At the meeting the student should:

- Be made aware of the precise nature of the concern(s) being raised. (Clear examples will be helpful).
- Be given the opportunity to give their views on what is happening. The member of staff should outline the relevant University boundaries and rules that the student needs to be aware of and remind the student of their personal responsibility.
- Outline what support they may already have in place.
- Be made aware of any relevant University Support Services, from which they may benefit from and be given all the relevant information about student finance, international advice, wellbeing, disability and dyslexia support, interruption and withdrawal of studies procedures, and extenuating circumstances.

The staff member should:

- **Send an email at this time to:** StS@greenwich.ac.uk **advising that the student is being asked to attend a stage 0 STS meeting.** Please do not include any sensitive or confidential information in this email, just student's name and ID number. Sensitive and confidential information should only be sent through the Support to Study SharePoint channel.

11.4 Stage 0 - Outcomes

Action plan

- An action plan should be agreed (see template at appendix A, 2.1). It should normally be discussed with the student whether it would be appropriate to share this action plan with other academics or support staff and obtain the student's consent.

- A review period should be established by agreement, with sufficient time to allow the student to consider the issues and seek support.

- It should be made clear to the student at this stage that a continuation of the same or any additional concerns could result in escalation to Stage 1 or 2 of this procedure.

- The action plan should set out the actions which the student will need to take and the support which will be offered to the student.

- The actions should be agreed in collaboration with the student. This will help them have ownership and understanding over the support they are being offered.

- The student will be provided with a copy of the agreed action plan.

- Where necessary and appropriate, support will be offered by the Student Wellbeing Service and/or Faculty Student Advisers to anyone who may have been affected by any incident or ongoing situation.

- A date should be set for a follow up meeting with the lead person from the stage 0 meeting or their nominee to review the agreed action plan, mid-way to assess whether progress is being made.

    - A further date should be set for a final meeting.

- The proforma Record of the Support to Study meeting with student is contained within the template documents at Appendix A, 2.1. This should be used to record a summary of discussions, any referrals and signposting made and any current support which the student is accessing.

- Students may want to share information from a doctor or any professional that is supporting them as this can help staff to understand what they are experiencing.

Move to stage 1 or 2 of the support to study procedures or fitness to practice

It may be that after meeting with the student it is considered that a more formal approach needs to be taken under part 1 or 2 of the procedures as detailed below.

11.5 Stage 0 - Review Meetings should include:

- A review of the student's progress against the action plan

- Explanation/exploration of any further concerns arising

- Exploration of further/on-going support needed (the member of staff should help the student to access support available to them if necessary)

- What further action is considered necessary

11.6. Stage 0 - Possible Outcomes

- If the concern has been resolved no further action is required.

- The general expectation is that the student will take personal responsibility and fully engage with the process and with the support recommended.

- If the action plan has been followed and improvements have been made, but there is still some ongoing concern that the student may have some difficulties, a further review date can be set or agreed regular meetings with the lead staff member.

- If concerns have not been addressed, support has not been accessed and it is clear that progress has not been made, escalation to Stage 1 or 2 should be considered, or if appropriate the Fitness to Practise procedure should be instigated.

- Outcome of the Stage 0 review meeting to be outlined on the proforma and shared with Student Wellbeing Service via Support to Study SharePoint channel. This will then be recorded on the case management system.

12.0 Stage 1 - Review Panel:

Stage 1 of the procedure should be used where there is continued and ongoing concern following Stage 0. A student may also be referred straight to stage 1, where the student refuses to access support, engage with a stage 0 meeting or when there is significant concern about a student's health, wellbeing, behaviours, safety and/or ability to study, and/or engage in university life and a more formal response from the University is required than provided for at stage 0.

12.1 How to Initiate a Stage 1 Meeting

A request to initiate a stage 1 meeting should be raised in writing to the relevant Associate Dean (Student Success), normally within 5 calendar days of the initial concern being raised.

A stage 1 meeting may also be requested in writing to the relevant Associate Dean (Student Success) by Student Wellbeing Services through our multi-disciplinary group.

12.2 Stage 1 – Timeframe:

A Stage 1 Review Panel should be convened within ten calendar days, by the relevant Associate Dean (Student Success) or their nominee in consultation with the Head of Student Wellbeing Services or their nominee.

The student should be provided with at least five calendar days' notice of the date of the review meeting, the correspondence inviting them to attend should take the same format as at stage 0 of this process.

An email must also be sent at this time to : StS@greenwich.ac.uk **advising that the student is being asked to attend a stage 1 STS meeting.** Please do not include any sensitive or confidential information in this email, just student's name and ID number. Sensitive and confidential information should only be sent through the Support to Study SharePoint channel.

12.3 Stage 1 - Meeting Structure:

The Panel should include:

- The relevant Associate Head of Student Success or their nominee (Chair)
- The Lead Person from Stage 0 where applicable or the colleague raising the concern
- A representative from the Student Wellbeing Service who, where possible, has had prior engagement with the student
- A nominated SAS colleague to act as secretary to the Panel.

Students may be accompanied by a friend or supporter of their choice or an adviser from the Students' Union. A student who intends to be accompanied should inform the organiser of the meeting of the name of the person accompanying them in writing in advance of the meeting.

The student should be invited to attend the Stage 1 Review Panel by the Faculty/Department in writing. They should be given at least 5 calendar days' notice.

See template Appendix A, 3.1 for what should be included in the invitation to the meeting and a template for this.

Stage 1 Case Review Panel should include:

- Identification/explanation of the issue/concern (providing clear and specific examples), and any past relevant information.
- An opportunity for the student to give their perspective on the issues and if appropriate a history of events, past experiences and helpful strategies or support for managing these issues.
- Clarification of relevant university expectations and regulations.
- Clarification of the student's responsibility at the University (see student charter here).
- Outline and consider what support the student may already have in place.
- Consideration of what would be helpful or make the difference to the student in relation to their support and in order to minimise the concerns.
- The student should be made aware of any relevant University Support Services from which they may benefit, as set out in Stage 0 above.
- The Stage 1 Case Review Panel will designate responsibility to monitor the process and ensure the agreed review meeting takes place. This will usually be the lead person. The lead person will decide whether the issue or concern is resolved by the end of the agreed monitoring period and no further action is required.
- If appropriate, agreement of a date to meet again to review the situation.

12.4 Stage 1 - Possible Outcomes:

This list is not exhaustive but gives examples of the types of action that can be considered at this level of the procedures:

Action Plans

- If a student has been referred straight into Stage 1, an action plan (see template at appendix A, 2.1 and letter Template Appendix A 3.2) may be agreed at the stage 1 meeting with the student detailing any steps the student will need to take and the support to be provided.

- A date should be set for a follow up meeting with the lead person from the stage 0 meeting or their nominee to review the agreed action plan, mid-way to assess whether progress is being made.

    - A further date should be set for a final meeting.

- If a student has been referred from Stage 0 following the final meeting, a further action plan could also be agreed detailing any steps the student will need to take and the support to be provided.

- Either way the student should be made aware of what will happen if the action plan is not followed. This will normally involve their case moving to Stage 2.

- At the final monitoring meeting the person conducting these will make a recommendation regarding any next steps which can include movement to a stage 2 STS meeting.

Academic Arrangements

- A recommendation may be made for a specific academic arrangement which may include an interruption of studies. (See Appendix A letter template 3.3).

- Decisions will normally be communicated to the student in writing, in some circumstances the panel may decide that this is initially done in a meeting with the student with appropriate colleagues attending.

- If interruption of studies is recommended, the Panel should make sure that both they and the student are fully aware of the implications, including the financial implications and timescales for completing the programme of study. Where appropriate consultation with the International Student Advice Service must take place to consider any visa implications and Student Finance to consider the financial implication for the student.

- Options will be explained around return dates and the latest date by which a student may resume studies in accordance with the structure of the programme or any professional body requirements.

- In cases where interruption of studies is agreed it must be made clear what needs to happen in order for a return to study to take place, see section16.0 Returning to Study.

- Responsibilities for arranging meetings and obtaining evidence and documentation must be confirmed and included in the meeting notes.

- **Referral to stage 2 of the STS procedures**

- That the matter is beyond the scope of the Stage 1 Review panel and needs to be considered by a Stage 2 Support to Study Panel.

In all cases a written communication will be provided to the student giving the decision and any appropriate appeal procedures.

The outcome of the panel meeting must also be shared with Student Wellbeing Service via Support to Study SharePoint channel for recording on the case management system.

13.0 Stage 2 - Support to Study Panel

Stage 2 of the procedure should be used where there is serious or persistent concern about a student's health, wellbeing and/or behaviours, and/or ability to study and cope at university, or evidence of risk to the health and safety of the student or others at the University.

The objective of a Stage 2 Support to Study Panel is to ensure that the University considers all possible options to enable the student to continue with their studies.

13.1 How to initiate a Stage 2 Meeting

A request to initiate a Stage 2 Support to Study Panel must be submitted by completing the proforma available from Appendix A 4.0 request to initiate a Stage 2 Support to Study Panel and sharing with Student Wellbeing Service via Support to Study SharePoint channel.

This must clearly state the reasons for requesting this meeting and colleagues from the Student Wellbeing Service Administration Team will liaise with colleagues regarding any further information that they need.

A stage 2 meeting may also be requested by Student Wellbeing Services through our Student and Academic Service multi-disciplinary group.

Requests for a stage 2 meeting should normally be made within 5 days of the decision being made or the concern being raised.

13.2 Stage 2 – Timeframe:

The Student Wellbeing Administration Team in consultation with the Head of Student Wellbeing Services or their nominee, will make arrangements for the panel to be convened within fifteen calendar days of the decision to take this course of action.

The student should be provided with at least five calendar days' notice of the date of the Support to Study Panel meeting. Evidence which will be presented at the meeting should also be sent to the student in advance. The student will also be requested to submit any evidence, at least five calendar days, in advance of the meeting and provided with information on sources of advice and support. (See Appendix A 4.1)

Students may be accompanied by a friend or supporter of their choice or an adviser from the Students' Union. A student who intends to be accompanied should inform the organiser of the meeting of the name of the person accompanying them in writing in advance of the meeting.

13.3 Stage 2 - Meeting Structure:

The Panel should include:

- The Associate Dean of Student Success or their nominee (Chair)
- The Executive Director of Student and Academic Services or Associate Director Student Services or nominee
- Head of Student Wellbeing Services, or their nominee
- Lead Person from Stage 0 or Stage 1 or the colleague raising the concern
- A representative from relevant support services from the Student Wellbeing Service
- A nominated colleague from SAS to act as secretary to the Panel who will take notes

Evidence to be presented to the Support to Study Panel will be shared in advance with the student concerned to enable the student and/or support worker to respond. In cases where suspension is the outcome, the meeting should consider and make explicit what is required to happen before the student is able to return to study (see section 16.0 Returning to Study).

13. 4 Stage 2 - Support to Study Panel Guidelines:

The student should be invited to the stage 2 Panel meeting by the Student Services Administrator. The invitation to the meeting should include all the information as outlined above in Stage 1 Guidelines (see template document Appendix A, 4.1) They should be given no less than 5 calendar days' notice.

The invitation should include any supporting evidence to be relied on at the Panel meeting, to enable the student to respond. In preparation for the meeting the key University departments will write a summary report of the present and past relevant/key issues. The contribution of representatives will be subject to Data Protection legislation and/or professional codes of confidentiality.

This information will be sent to the meeting Chair and circulated to people attending the meeting. The student should be encouraged to prepare in advance for the meeting. They should obtain any necessary documentation and reports and give consent to the Head of Student Wellbeing Service for the sharing of medical reports.

This will allow those who have had no prior involvement with the student/issues to familiarise themselves with the information, the process, and allow them time to understand the issues and the possible options.

The Panel will consider the following:

- A summary of the presenting situation, concern(s) being raised, and past relevant information.

- An opportunity for the student to give their perspective of current issues and if appropriate history of events, past experiences and helpful strategies or support for managing the issues.

- Clarification of relevant University expectations and regulations.

- Identification of any further information which may be required such as medical evidence.

- Outline and consider what support the student may already have in place.

- Consideration of what would be helpful or make the difference to the student in relation to the options available.

- What support has already been provided to the student. The student should also be made aware of any relevant University Support Services from which they may benefit.

- Clarification of agreed options/actions and support options that the student is encouraged to access.

- Explicit clarification of the consequences of failing to complete the agreed actions, and/or a continuation of the causes for concern.

- Agreement of any interim monitoring or measures.

- Agreement of a date to meet again to review the situation as appropriate.

13.5 Stage 2 - Possible Outcomes:

1. Action Plans or Academic arrangements

2. Temporary Exclusion:

A student who is temporarily excluded from the University may be prohibited from participating in University activities and may either be prohibited from entering the University premises or have restricted rights to enter the premises (e.g. to sit an exam). The terms of the temporary exclusion will be notified to the student in writing, depending on the circumstances of the case. If temporary exclusion from studies is recommended, the Panel should make sure that both they and the student are fully aware of the implications. The student should be given a clear indication of the proposed return date and regular reviews should be built in. In cases where a temporary exclusion from studies is agreed, it must be made clear what needs to happen in order for a return to study to be considered. The responsibilities for arranging meetings and obtaining evidence and documentation must be confirmed and included in the meeting notes.

Where a student is **Excluded** from study student-conduct@gre.ac.uk must be included when the outcome letter is sent to the student so that the terms and duration of the exclusion can be monitored.

3. Interruption of studies:

If interruption of studies is recommended, the Panel should make sure that both they and the student are fully aware of the implications, including the financial implications and timescales for completing the programme of study. Where appropriate consultation with the International Student Advice Service must take place to consider any visa implications and Student Finance to consider the financial implication for the student, as per the information given for stage 1 Review meetings.

4. Permanent exclusion or requirement to withdraw:

If the Panel concludes, taking into account the individual circumstances of the case and any supporting medical evidence, that there is no reasonable prospect of the student re-engaging with their programme, a recommendation will be made to the Vice Chancellor that the student is permanently excluded or required to withdraw. This recommendation should only be made in the most serious cases. In cases where withdrawal of the student is the recommendation of the Stage 2 Support to Study Panel, this must be approved by the Vice Chancellor (or their nominee). The Chair of the Panel will ensure that the University Quality Team are advised about any decision taken above which may impact upon the student's end of year progress.

5. Where the student is an apprentice,

Any suspension or interruption of studies must be compliant with DfE funding rules, including recording a formal break in learning. The Apprenticeship Hub should be consulted in all such cases.

6. Any other action considered to be appropriate and proportionate.

Once a decision is reached the panel will decide how this is initially communicated to the student. In all cases this will be followed by written communication giving the decision and any appropriate appeal procedures.

Templates are available at Appendix A Section 4

14.0 Exclusion, Suspension and Precautionary Actions

Precautionary Action

Where concerns are raised about a student under the STS Policy and Procedures immediate precautionary action may be taken prior the start of any STS process or during the course of the STS process.

Precautionary action may also be taken by the University while a situation is being considered by a third party such as the Police, Crown Prosecution Service or other official authority.

Any precautionary action taken will be both reasonable and proportionate and, as far as is reasonably practicable, balance the rights of all parties involved including the University and other students.

Where possible, measures will be put in place to minimise the impact of the precautionary action on affected students.

Precautionary action in and of itself is not a penalty or sanction and will not be taken into account during the STS decisions making process. However, should a student not comply with the precautionary actions put in place, further precautionary actions may be put in place which may be considered during the STS process.

The requirements of the precautionary measures will be agreed by the Executive Director of SAS in consultation with the relevant Associate Dean of Student Success and the SAS multi-disciplinary group as appropriate. Written confirmation of any conditions will be provided to the student by the Registry Casework Officer (Student Conduct).

The conditions will normally remain in place until the STS process has been concluded.

14.1 Types of Precautionary action

a. Specific conditions

This may be required for example agreeing not to contact another student or member of staff and/or requiring the student to move to alternative accommodation.

b. Exclusion and Suspension

In cases of great urgency, particularly in cases where the safety and/or wellbeing of others is perceived to be at risk, the Vice-Chancellor (or other senior staff designated by the Vice-Chancellor) is empowered to exclude or suspend a student with immediate effect. The circumstances will be reviewed within 10 calendar days. Written reasons for the decision will be recorded and made available to the student.

- **Exclusion** is the selective restriction on attendance at or access to the University (or to specified University premises) or access to University facilities (including online facilities and accommodation) or ban on undertaking the functions or duties of any office or committee membership in the University or the Students' Union, the exact details to be specified in writing. Exclusion may be subject to specific conditions, such as permission to attend for the purpose of an examination.

  Excluded students will normally be entitled to access the student portal and their student record, Moodle etc unless there is a risk presented by allowing continuing access. Students will also have access to appropriate pastoral support by the University's Student Wellbeing Services or Faculty Support Advisers.

Where a student is **Excluded** from study student-conduct@gre.ac.uk must be included when the outcome letter is sent to the student so that the terms and duration of the exclusion can be monitored.

- **Suspension** is the total prohibition on attendance at or access to University facilities and on any participation in University activities. Suspended students will not be entitled to access the student portal and their student record, Moodle etc. Students under suspension will not be eligible to enrol or graduate.

The student is entitled to make a written representation to the Vice-Chancellor against exclusion or suspension within 7 calendar days of notification, which will be considered as part of the first review.

In reaching these decisions, due care and consideration will be exercised, through consultation with the Executive Director of Student and Academic Services, to avoid as far as possible the student being placed in a more vulnerable situation, or a situation that increases the vulnerability, or affects the wellbeing of other students.

All exclusions and suspensions will remain in place until any new relevant information is made known by any relevant party. At this point, the exclusion /suspension will be reassessed and any changes to or the lifting of the exclusion/suspension will be provided in writing to the student within 7 calendar days of receipt of the new information.

15.0 Risk assessments

Where it is proposed that a student is excluded the Executive Director of Student & Academic Services or nominee (the 'Assessor') will carry out a risk assessment. The risk assessment will consider the potential risks to the student, other members of the University and to the University.

16.0 Returning to Study

In cases where the outcome of the Support to Study procedures results in an interruption of studies, the procedure for considering a return to study should be made clear to the student at the time of their interruption.

In all cases the student will be asked to provide satisfactory evidence that they have overcome the original difficulties and are well enough to return to study. The precise nature of the evidence required from the student will be dependent on the individual circumstances in each case, but it is expected that this will involve a report from a qualified recognised independent health professional with sufficient knowledge about the health and wellbeing of the student during the period of suspension, and the potential impact that returning to study might have.

If the student was suspended or interrupted from studies under Stage 1 of the procedure, the Case Review Panel that originally considered the matter must normally convene to make the decision to allow the student to return to study. The decision will be based on the evidence that the student provides and the student's own views of their wellbeing and fitness to study. If the decision to suspend or temporarily exclude the student was made at stage 2 of the procedure, the decision to allow a student to return to study will be made by the original Support to Study Panel concerned.

Where a student returns to study after a leave of absence or suspension under this procedure, the Panel should also consult other members of support staff regarding arrangements and reasonable adjustments that might be needed to support the student on return.

For apprentices, the return to study plan should be co-developed with the employer and the Apprenticeship Hub to support re-engagement in both academic and work-based learning.

In all cases, where a student has interrupted studies, the student must meet with Student Wellbeing Services so that University arrangements and reasonable adjustments can be facilitated.

This should take place prior to the agreed date of return to study and before any registration period is due to start. This will be communicated clearly to the student in writing. The Panel's

decision will be communicated in writing to the student within one month from the date of receipt of request to return to studies and any requirements and arrangements will be made clear. The University will determine the on-going arrangements to support and review the progress of the student to minimise risk of a recurrence of the original difficulties including ongoing review meetings with the relevant lead person. The flag in Banner will be lifted to permit registration once this has all been agreed.

17.0 Appeal of Decisions

Appealing a decision made by a Support to Study panel

Students can appeal any decision made by the Support to Study procedures at stage 1 or 2 to interrupt, suspend, exclude or withdraw them from studies.

- To do this, an email should be sent to StS@greenwich.ac.uk.
- This must done within 21 days of the letter informing the student of the suspension or withdrawal.
- Appeals will be considered by the University Secretary or their nominee.

When all internal procedures are complete, students may request an independent review of their case by the Office of the Independent Adjudicator for Higher Education, if they remain dissatisfied with the University's final outcome.

The student should be informed in the outcome of their right to appeal and of the advice service that is available from Greenwich Students' Union.

18.0 Communications

Communication should usually be to a student's University of Greenwich email account, however if the student due to precautionary measures for example has restricted their use of their email account, then their preferred email available in Banner student records system should be used, if it has not been possible to confirm directly with the student their preferred method of communication at this time. This would also apply where a student is appealing a decision for example and no longer has access to their University email account.

19.0 Documentation

A copy of the notes from the Stage 1 and 2 panel meetings and agreed action plans should be sent to the student and all other attendees no more than 5 calendar days after the meeting has taken place.

All documentation should be kept securely, in accordance with GDPR legislation and University retention schedules. Action plans can be shared with other appropriate academics or wellbeing/support staff as deemed appropriate and this will be advised to the student as part of the agreement made in the meeting at stages 1 and 2.

20.0 Non-engagement

At any stage, if a student is invited but fails to attend a scheduled meeting at any stage, contact should be made with the student to ascertain the reason for their absence. **It is very important that students engage with the process and attend meetings as those conducting these meetings may resolve to make a decision in the student's absence.**

If contact is unsuccessful and/or the student does not attend the re-arranged meeting or engage with the process, the following actions should be taken:

- At Stage 0, the lead person should discuss the situation and agree next steps in the student's absence with their Associate Director (Student Success), Head of School, Programme Leader, or Academic Tutor.

- At Stage 1, the situation will be discussed by the Panel in the student's absence. If there are straightforward options about how to proceed, agreed expectations, support options and plans should be communicated to the student with a timescale for completion and date of review. If the situation is more complex or unclear, steps should be taken to escalate to the next stage.

- At Stage 2, the Panel will consider and agree the best course of action.

21.0 Data Protection and Confidentiality

All University staff are governed by the requirements GDPR legislation. Under this, all data relating to a person's physical or mental health is regarded as sensitive, personal data. All personal data of a sensitive nature given to a member of staff by a student should be treated as confidential.

In all cases where in the member of staff's judgement, it would be in the student's best interests to disclose sensitive information (e.g. so that appropriate support may be provided) the student's informed consent should be obtained where possible. It will be necessary to inform the student why there might be a need to disclose sensitive information, who will have access to this information, and the likely consequences of giving or withholding consent.

Once consent has been obtained, it is the responsibility of the person passing on the information to ensure it is done on the terms agreed with the student. If the student chooses not to provide their consent, this decision should be respected. In this scenario, the implications of non-disclosure in terms of additional support should be made clear. However, there exist rare occasions when the student's consent is withheld, or it is impracticable to try to obtain it, when confidentiality may be broken.

These include:

- When the student's mental health has deteriorated to the extent of threatening their personal safety or the personal safety of others.

- When the student is at risk of serious abuse or exploitation.

- When the student's behaviour is adversely affecting the rights and safety of others.

- Where the member of staff would be liable to civil or criminal procedure if the information were not disclosed (e.g. if a crime had been committed).

Staff should contact wellbeing@gre.ac.uk if they believe there is a need to break the commitment to confidentiality under this policy who will refer the matter to senior colleagues within the Student Wellbeing Service. Initial discussion should not identify the student until the grounds for breaking confidentiality have been established and agreed upon.

22.0 Review of this Policy and Procedure

A review of the Support to Study policy, procedure and implementation will be undertaken on an annual basis, by the Head of the Student Wellbeing Service.

23.0 Advice and Support

Greenwich Students' Union

Free independent advice is available to students from Greenwich Students' Union information on how to contact them is available here:

Advice (greenwichsu.co.uk)

24.0 Useful Contacts

Student Wellbeing Services email Wellbeing@gre.ac.uk

Apprenticeship Hub email apprenticeships@gre.ac.uk

25.0 Relevant Legislation and Related Policy and Useful Information

- Equality Act 2010
- Data Protection Act 1998
- Students Giving Cause for Concern Framework
- Drug & Alcohol Policy
- Student's Charter
- Student Disciplinary Procedures
- Fitness to Practise Procedure
- Initial Teacher Training (ITT) Criteria Supporting Advice
- Extenuating Circumstances
- Staff Guidance -Supporting Students with Mental Health Concerns

26.0 Appendix

26.1 Stage 0 Examples

26.1.1 Invitation to Stage 0 Meeting

Dear

I am contacting you to invite you to a Stage 0 Support to Study meeting.

The Support to Study process has been designed to help and support students to participate fully and satisfactorily in student life when they experience difficulties or have conditions that may require extra support. Full details of the Support to Study process are available here this includes what happens at meetings.

The meeting will take place on (*insert time, date, location)*.

Stage 0 meetings are held where there are emerging concerns about a student's health, wellbeing and/or behaviours and the impact this has on their ability to progress at university and or engage in university life.

This meeting has been called because concerns as outlined below have been raised regarding your wellbeing.

- *(For example: concerns have been raised about your attendance at lectures where you have arrived late, started speaking to other classmates and expressed considerable concerns when you were asked to have these conversations after the lecture had finished*.

- *You have advised your tutor that you do not like group work and the interactions you have had regarding this have led them to have concerns about your wellbeing.)*

The meeting will be with myself and

- (*list those who will be attending and who they are where applicable)*.

You are welcome to bring somebody to the meeting with you to support you and we would encourage you to do so, this could be a support worker or social worker if you have one or an adviser from the Students' Union for example.

You need to let us know ahead of the meeting if you will be bringing someone including their name and who they are. You can also receive independent advice and guidance from the Greenwich Students' Union Advice Service.

It is important that you attend this meeting as we want to see how best we can support you, failure to attend this meeting may mean we have to make a decision in your absence. If you are unable to make this meeting, please let us know so that we can send you an alternative time.

Should you require any reasonable adjustments for example a BSL Interpreter or where the meeting is due to be held in person, an accessible room, then please let us know as soon as possible so that we can look to provide this to you as appropriate.

You may also find that speaking with one of our Student Wellbeing Services would be helpful to you. Details of those services and how to make a self-referral are available here: Student Wellbeing Hub | Support | University of Greenwich.

You can also contact Spectrum Life our free confidential in the moment support service available 24/7 365 days a year.

Please do not hesitate to contact me if anything is not clear or you are having problems accessing any support recommendations or have further questions.

26.2 Outcomes of Stage 0 Meeting

26.2.1 Action Plan Template

Name of student:	**ID Number:**	**Programme title and year of study:**
Staff members present leading the meeting:	**Others present:**	**Date:**

Concerns raised:	**Raised by:**

Objective	Actions	By who?	Completion/review date

Student name:	Student signature:	Date:
Meeting Lead:	Lead signature:	Date
Date of next review meeting:		

26.2.3 Student attends Stage 0 meeting and action plan developed

Thank you for attending the Stage 0 Support to Study meeting *insert date*.

At that meeting we discussed the following:

(List main areas

- *For example: You had felt anxious which had caused you to come to classes late recently and would like to access support for this, this had also affected your behaviour in class as you were worried about what you had missed.)*

Please find below the main points of our discussion and an attached action plan that we agreed on:

(For example

- *We discussed that seeking support from Student Wellbeing Service would be helpful to you at this time and a self-referral form was completed*

- *That as you have assignments due and that an extenuating circumstances claim could be made using the following link: Extenuating circumstances | Student Services | University of Greenwich)*

We also agreed that we would meet *(Insert who with, time, date and place)* to review your action plan and see how you are getting on. It is important that you attend this meeting so if you need to change the time, please let me know as soon as possible.

Please do not hesitate to contact me if anything is not clear or you are having problems accessing any support recommendations or have further questions.

26.2.4 Student attends Stage 0 meeting and it is resolved they need to move to Stage 1 of the procedure

Thank you for attending the Stage 0 support to study meeting on *insert date*.

At this meeting we discussed the following:

(List main areas)

Due to the concerns raised at this meeting it was decided that the best way to support you at this time would be for a stage 1 meeting to be arranged. Further information on this is available here .

Stage 1 of the procedure is used where there is continued significant concern regarding your health, wellbeing, behaviours, safety and/or ability to study, and or engage in university life and we need you to meet with a panel to look at how we may be able to support you.

You will also receive an email shortly giving you further details about this meeting such as time, date and place.

We would encourage you to seek support from our Student Wellbeing Services. Details of those services and how to make a self-referral are available here: Student Wellbeing Hub | Support | University of Greenwich.

You can also contact Spectrum Life our free confidential in the moment support service available 24/7 365 days a year.

You can also receive independent advice and guidance from the Greenwich Students' Union Advice Service.

Please do not hesitate to contact me if anything is not clear or you are having problems accessing support or have further questions.

26.2.5 Student attends Stage 0 meeting and it is resolved they need to move to Stage 2 of the procedure

Thank you for attending the Stage 0 support to study meeting on *insert date*.

At this meeting we discussed the following:

(List main areas)

-

Due to the concerns raised at this meeting it was decided that the best way to support you at this time would be for a stage 2 meeting to be arranged. Further information on this is available here

Stage 2 meetings are arranged where there are considerable persistent concerns regarding your health, wellbeing, behaviours, safety and/or ability to study, and or engage in university life.

You will also receive an email shortly giving you further details about this meeting.

We would encourage you to seek support from our Student Wellbeing Services. Details of those services and how to make a self-referral are available here: Student Wellbeing Hub | Support | University of Greenwich.

You can also contact Spectrum Life our free confidential in the moment support service available 24/7 365 days a year.

26.3 Invitation to Stage 1 Meeting

The invitation should include:

- Date, time and venue of the meeting
- The purpose of the meeting
- Where appropriate, documents which will be presented at the meeting
- Whether the student needs to provide any specific documents (e.g. medical evidence)
- A suggestion that the student can be accompanied by someone in a supportive capacity (for example a parent, friend, someone from the University support services, external support workers e.g. from MIND or a social worker, or a Students Union Adviser). Students' Union advisers will be permitted to accompany students; however, students will normally need to answer questions themselves.
- Disabled students may also be accompanied by a Support Worker e.g. sign language interpreter or Mental Health Worker/Disability Adviser as appropriate to their needs.
- A list of people who will attend the meeting and the reason for their presence.
- A web link to the Health, Wellbeing and Support to Study Policy and Procedure
- The chair of the panel must notify StS@greenwich.ac.uk. that the student has been invited to a stage 1 meeting of the STS procedures and the outcome of that meeting provided to them using the Support to Study SharePoint channel..

For example:

Dear

I am contacting you to invite you to a Stage 1 Review Panel meeting under our Support to Study Policy and Procedures, the meeting will take place on (*insert time, date, place)*.

You are being invited to a Stage 1 review panel because:

(Delete/amend as appropriate

- *You have had a Stage 0 meeting and have not engaged with the action plan, or there remain continued significant concerns about your health, wellbeing, behaviours, safety and/or ability to study, and or engage in university life and we need you to meet with a panel to look at how we may be able to support you.*
- *You were invited to a Stage 0 meeting on the (insert dates, times) and did not attend this/these meetings and due to significant concerns about your health, wellbeing, safety and/or ability to study, and or engage in university life and we need you to meet with a panel to look at how we may be able to support you.*

- *There are significant concerns regarding your health, wellbeing, behaviours, safety and/or ability to study, and or engage in university life and we need you to meet with a panel to look at how we may be able to support you.)*

The following concerns have been raised:

- *(This needs to provide explanation of the issue/concern (providing clear and specific examples), and any past relevant information can be provided as an attachment if there are a number of concerns to be listed with a timeline as appropriate.*

- *Any appropriate University regulations or expectations*

- *What the student's responsibilities are e.g. under the student charter)*

The Support to Study process has been designed to help and support students to participate fully and satisfactorily in student life when they experience difficulties or have conditions that may require extra support.

Full details of the Support to Study process are available here and the guidelines for the meeting which includes what happens when students do not engage in the process for example, they do not attend a meeting.

I recommend that you review the procedure to become familiar with the process and to ensure you understand the outcomes available to the Support to Study Review Panel once it has concluded.

The meeting will be with myself *and (list those who will be attending and who they are).*

We need you to bring the following documentation with you (where applicable or delete):

We will also be presenting the following documents at the meeting which are attached to this email (where applicable or delete).

This includes a timeline of events advised to us.

You are welcome to bring somebody to the meeting with you to support you and we would encourage you to do so, this could be a support worker or social worker if you have one or an adviser from the Students' Union for example.

You can also receive independent advice and guidance from the Greenwich Students' Union Advice Service.

You need to let us know ahead of the meeting if you will be bringing someone, their name and who they are.

We would encourage you to seek support from our Student Wellbeing Services. Details of those services and how to make a self-referral are available here: Student Wellbeing Hub | Support | University of Greenwich.

You can also contact Spectrum Life our free confidential in the moment support service available 24/7 365 days a year.

It is important that you attend this meeting as we want to see how best we can support you, failure to attend this meeting may mean we have to make a decision about your studies in your absence. Please confirm your attendance at this meeting by *(insert date)* and any evidence you wish to submit to the panel by the *(insert date)*.

Should you require any reasonable adjustments for example BSL Interpreter or where the meeting is due to be held in person an accessible room then please let us know as soon as possible so that we can look to provide this to you as appropriate.

Please do not hesitate to contact me if anything is not clear or you are having problems accessing support or have further questions.

26.3.1 Student attends Stage 1 Meeting and Action Plan developed

Thank you for attending the Stage 1 Support to Study meeting (*insert date)*.

At that meeting we discussed the following:

(List main areas)

-

Please find attached an action plan as discussed with you

(Examples of what the action plan may include:)

- We discussed that you are being supported by Student Wellbeing Service and you agreed that you would continue with this support.
- That as you have assignments due, an extenuating circumstances claim could be made using the following link: Extenuating circumstances | Student Services | University of Greenwich
- You agreed to attend regular meetings with *(insert name and job role)* to see how you are progressing and if you need further support.
- Your first meeting with *(insert name)* is scheduled for *(insert date time and place)*

Please do not hesitate to contact me if anything is not clear or you are having problems accessing any support recommendations or have further questions.

26.3.2 Student attends Stage 1 meeting and it is resolved they need to interrupt study

When there is a decision to interrupt the student from study it should be considered if a meeting should be arranged with the student to explain the decision, this will also allow

the lead person to have liaised with for example Student Finance, International Advice Team, etc. regarding the implications for the student. This will then be followed up with written communication confirming the outcome of the STS meeting.

Thank you for attending the Stage 1 Support to Study Meeting, which was held on *(insert, time, date place),* at which you were accompanied *(for example online by insert name and role where applicable and in person by insert name and role where applicable.)*

The meeting was called due to concern about *(brief overview of concern raised)*

(For example:

- *Your current academic and wellbeing support and your ability to engage with course activities and assessments*.

You advised that you had challenges with your mental health which had affected your attendance and interaction with students and staff. That you were keen to be able to continue with your studies but were concerned about how you would currently do this in the timeframe available.

The full minutes of the meeting are attached to this email.

Following the meeting with you, the panel considered the information you provided, your responses and the impact of your actions on students and staff.

As explained to you in the outcome meeting of the *(insert date)* the panel decided that you should be interrupted from study and you agreed with this decision.

As discussed, your current proposed return to study date is *(insert date)*.

Before your proposed return date, you will be contacted by Student Wellbeing Services so that any university arrangements and reasonable adjustments can be facilitated. You will also need to provide us with a letter from XXXX advising that you are well enough to return to study so that this can be considered by the panel.

At our meeting to explain the outcome of your STS Stage 1 meeting we explained the implications of an interruption on you *(this could be financial, international advice etc. Please add in as appropriate)* and have also at your request made a time for you to speak with *(insert name and role)* in *(insert service name)* to assist you further with this.

Details of how you may appeal this decision are available at section 17 of the Support to Study Policy and Procedures.

Please do not hesitate to contact me if anything is not clear or you are having problems accessing any support recommendations or have further questions.

26.3.3 Student attends Stage 1 Meeting and it is resolved they need to move to Stage 2 of the procedure

Thank you for attending the Stage 1 support to study meeting *(insert date)*.

At this meeting we discussed the following:

(List main areas)

-

As explained to you in our outcome meeting with you on the *(insert date)* due to the concerns raised at this meeting it was decided that the best way to support you at this time would be for a stage 2 panel meeting to be arranged. Further information on this is available here (link to Support to Study Procedures).

Stage 2 meetings are arranged where there are considerable persistent concerns regarding your health, wellbeing, behaviours, safety and/or ability to study, and or engage in university life.

You will also receive an email shortly giving you further details about this meeting including details of how you may appeal decisions under these procedures.

We would encourage you to seek support from our Student Wellbeing Services. Details of those services and how to make a self-referral are available here: Student Wellbeing Hub | Support | University of Greenwich.

You can also contact Spectrum Life our free confidential in the moment support service available 24/7 365 days a year.

You can also receive independent advice and guidance from the Greenwich Students' Union Advice Service.

Please do not hesitate to contact me if anything is not clear or you are having problems accessing support or have further questions.

26.4 request to initiate a Stage 2 Support to Study Panel

A request to initiate a Stage 2 Support to Study Panel must be submitted by completing the proforma below and sharing with Student Wellbeing Service via Support to Study SharePoint channel. All further correspondence with the panel and students will be managed by Student and Academic Services centrally.

LEAD STAFF MEMBER*:	**REPORTING TEAM/REPORTING TEAM NOTES (REVIEW)**
Role*:	
Student full name*:	Student (Overview)
Student ID number*:	
Summary of situation (concerns/allegations)*:	
Internal Notes (Review)	
Risk concerns (to self or others)*:	
Internal Notes (Review)	
Other relevant information about the student (e.g. interaction with University or external support services):	
Internal Notes (Review)	
Date student notified of Stage 2 initiation*:	
Stage 2 Student Conversation On (Review)	
Copy of communication to student notifying them of Stage 2 initiation*:	
Please paste any other relevant communications/information/evidence to or from the student:	