

# **Directorate of Student & Academic Services:**

## **Health, Wellbeing and Fitness to Study Policy**

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# **University of Greenwich**

## **Health, Wellbeing and Fitness to Study Policy**

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### **Introduction**

The University recognises that a positive approach to the management of physical and mental health issues is critical to student academic achievement and to the wider student experience. All students should be able to study and perform to the best of their ability in a safe and comfortable environment. The University has a general duty of care to all within its community and a responsibility to take action to support those in distress.

Fitness to study relates to an individual's capacity to participate fully and successfully as a student, in relation to their academic studies and life generally at the University of Greenwich.

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 an impairment, underlying health condition or mental health difficulty.

### **Purpose of Policy**

The purpose of this policy is to:

- a) 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 function at University.
- b) Be supportive to students and ensure they are safe and confident to proceed in their studies.
- c) 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 Procedure' or 'Fitness to Practise' Procedure.
- d) Encourage early intervention and active collaboration between all staff in managing situations where there are concerns regarding a student's fitness to study.
- e) Clarify expectations for both staff and students in managing such situations. Ensure that the University has provided the student with appropriate, proportionate and reasonable support to enable them to complete their studies. This will include input from the relevant specialists (counselling/mental health adviser/disability and dyslexia coordinator), ensuring that reasonable adjustments are in place and funding available is accessed. Where possible collaborative working with statutory and other services will be initiated.

- f) To provide guidance to staff so that they are able to make informed decisions about which of the Relevant Legislation and Related Policies listed below, will apply in a given set of circumstances.

The Policy is intended to be supportive and:

- Ensure the best interests of the student are being considered in relation to their personal situation, health, mental health or wellbeing.
- Ensure that the student is receiving adequate support.
- Ensure that disability related reasonable adjustments have been considered and where appropriate put in place.
- 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.

### **The scope of the policy**

The policy applies to all levels and modes of study including undergraduate, postgraduate, full-time and part-time study. The policy applies to students throughout the period of their registration with the University irrespective of the mode or place of study.

It is not to replace disciplinary procedures or to deal with general academic underperformance and it is not to replace Fitness to Practise procedures that are in place on professional programmes of study. Where the issue involves Fitness to Practise, the meetings which are a requirement at Level 1 and Level 2 under this procedure will serve as the preliminary investigation. Should the matter be referred to the fitness to practise procedure the student will still be required to meet with the relevant Head of Department to discuss the matter.

The University has an Extenuating Circumstances procedure, which may need to be considered in any decision relating to a student's fitness to study.

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

### **Relevant Legislation and Related Policy**

- [Equality Act 2010](#)
- [Data Protection Act 1998](#)
- [Students Giving Cause for Concern Framework](#)
- Mental Health Policy (to be agreed)
- [Drug & Alcohol Policy](#)
- [Student's Charter](#)

- [Student Disciplinary Regulations & Procedures](#)
- [Student Affairs Fitness to Practise Procedure](#)
- [SU Handbook](#)
- [National College for Teaching and Leadership: Initial Teacher Training Criteria Supporting Advice](#)
- [Procedures and Guidance for Student Claims of Extenuating Circumstances](#)
- [Personal Tutor Policy](#)

## **University of Greenwich**

### **Health, Wellbeing & Fitness to Study Procedure**

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#### **Determining the need for a referral**

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

- a) A student poses a risk to their own health, safety and/or well-being and/or that of others.
- b) A student's behaviours are, or are at risk of disrupting or negatively affecting the teaching, learning and/or experience of other students.
- c) A student's behaviours are, or are at risk of negatively affecting the day-to-day activities of the University.
- d) A student's behaviours result in unreasonable demands being placed on staff or other students.

#### **Structure of the procedure**

The procedure has 3 Levels. The levels represent the degree of concern and/or the perceived seriousness of the situation.

The procedure can be entered and resolved at any level. In most cases Levels 1 and 2 should be used before escalation to Level 3. If the concerns are not remedied by the recommended and agreed actions at one level the next level may be instigated.

A report of all meetings/Panel meetings and copies of agreed action plans should be documented and a copy kept in a suitable, confidential place within the Faculty for the duration of the student's programme of study. Students will be provided with a copy of these reports and action plans.

#### **Who can instigate the procedure?**

Levels 1 and 2 of the procedure can be instigated by a member of staff with a direct link or primary responsibility for the student's needs. For example:

- An appropriate member of staff from the student's Programme Area, e.g. Personal Tutor or
- A member of staff from one of the University Student Support Services

Where other members of staff, external agencies or other students have concerns about a student's health, wellbeing and behaviour they should contact the Student Wellbeing Service, or the head of their Programme Area who will consider whether this procedure should be implemented.

Level 3 can only be instigated by the Director of Student and Academic Services or the Faculty Director of Student Experience, or in their absence by their nominee (an appropriate Senior Manager). This decision will be made following consultation with the member(s) of staff raising the concern.

## **Level 1 – Initial Stage**

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Level 1 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.

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'. To ensure a student is well enough to continue with their studies following an emergency incident, it may then be appropriate to instigate the Health, Wellbeing and Fitness to Study Procedure.

Concerns about a student's fitness to study, should be raised in writing to the Faculty Director of Student Experience, within five working days of the initial notification of the concerns. The Faculty Director of Student Experience will then identify an appropriate member of staff to be designated as the 'lead person' to instigate Level 1. This would normally be the student's personal tutor.

The lead person should arrange a meeting with the student within ten working days. The student should be given clear information in writing as to why the lead person has cause for concern, as well as information about the Health, Wellbeing and Fitness to Study procedure, with particular emphasis on the fact that it is designed to be a supportive process.

As Level 1 is intended to be relatively informal, it is recommended that this meeting is on a one to one basis, with the student encouraged to be accompanied and/or supported by a friend, if they choose. Where it is suspected that the concerns are due to an ongoing or emerging mental health difficulty, learning need or physical disability, it is important to consult the Student Wellbeing Services Team. A three way meeting can be arranged with staff from Student Wellbeing Services, if appropriate. If this is the case, the student should be informed.

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 Students' Union Advice Service (for Greenwich and Avery Hill based students) and the GK Unions Advice Service (for Medway students). The lead person should ensure that information regarding the Student Union services are included in any correspondence with the student. The University will encourage students to be accompanied at the meeting. The University will not accept the presence of legal advisers or advocates, whether professionally qualified or not.

An action plan, with timeframe should be agreed. This should set out any action which the student will need to take and the support which will be offered to the student. Where any summative assessment is imminent, the student may be advised to consider the Extenuating Circumstances procedure. 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 to anyone who may have been affected by any incident or ongoing situation.

A date should be set for a follow up meeting 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 Personal Tutor meeting with Student is contained within the appendices. This should be used to record a summary of discussions, any referrals and signposting made by the Personal Tutor and any current support which the student is accessing.

## **Level 1 Review: Possible Outcomes**

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1. 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.
2. 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 an appropriate member of staff e.g. personal tutor or Student Wellbeing coordinator.

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

## **Level 2 – Case Review Panel**

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Level 2 of the procedure should be used where there is continued and ongoing concern following Level 1, where the student refuses to access support or when there is significant concern about a student's health, wellbeing, behaviours, safety and/or ability to study, and a more formal response from the University is required.

A Level 2 Case Review Panel should be convened within fifteen working days, by the Faculty Director of Student Experience, in consultation with the Director of Student and Academic Services. The student should be provided with at least five working days' notice of the date of the review meeting.

The Panel should include:

- The Lead Person from Level 1
- The Faculty Director of Student Experience, or an authorised nominee (Chair)
- The Head of Student Wellbeing Service
- A representative from relevant support services (for example a Student Wellbeing Coordinator (disability & dyslexia) or Mental Health Adviser)
- A representative from the Students' Union Sabbatical Officers.
- A nominated Faculty colleague to act as secretary to the Panel

The Panel will seek to consult the student concerned and enable their participation where possible by encouraging students to be accompanied and if necessary supported to participate. The Panel may consult support workers involved at Level 1 such as Students' Union advisers or external advocates. The Panel will consider consulting emergency contacts for students, especially if the student is out of contact or if there is reason to believe a student may be currently unable to make informed decisions, (for example, due to a health crisis). The Panel will take care to protect the confidentiality of personal information, subject to necessary action to safeguard students' welfare.

## **Level 2 Panel Meeting: Possible Outcomes**

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1. If a student has been referred straight into Level 2, an action plan should be agreed at the meeting with the student, detailing any steps the student will need to take and the support to be provided. Regular monitoring meetings should be arranged with the student and a nominated member of staff (normally the Personal Tutor).
2. If a student has been referred from Level 1 following the final meeting, a further action plan should be agreed detailing any steps the student will need to take and the support to be provided. Regular monitoring meetings should be arranged with the student and a nominated member of staff (normally the Personal Tutor).

In each case, where any summative assessment is imminent, the student may be advised to consider the Extenuating Circumstances procedure. In either of these cases 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 Level 3.

The Lead Person will make a decision regarding the appropriate next stage at the final review meeting.

3. A recommendation for a specific academic arrangement which may include an interruption of studies. Such recommendations should be agreed by the student's Faculty, Programme Area and the student.

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.

4. The student should agree a proposed return date and a plan to return to study meeting should be arranged. 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. Responsibilities for arranging meetings and obtaining evidence and documentation must be confirmed and included in the meeting notes. If the student does not agree the case will move on to Level 3.
5. A recommendation that the matter should be addressed under the Fitness to Practise Procedure. Any investigation undertaken at this level will be considered as the preliminary investigation, under the Fitness to Practise Procedure. Should the matter be referred to the fitness to practise procedure the student will still be required to meet with the relevant Head of Department to discuss the matter.
6. A referral to Level 3 Fitness to Study Panel.

## **Level 3 – Fitness to Study Panel**

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Level 3 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 Level 3 Fitness to Study Panel is to ensure that the University considers all possible options to enable the student to continue with their studies.

This level would be used when it is considered that temporary exclusion, suspension or withdrawal may be the appropriate course of action or if the student has not agreed to a recommendation or failed to engage with the action plan made under Level 2.

In most cases escalation to this level will follow attempts to address concerns through Levels 1 and 2. However, in some cases it may be appropriate to proceed directly to Level 3.

Having consulted the member(s) of staff who have raised the concern, a Level 3 Fitness to Study Panel should be convened by Faculty Director of Student Experience, or in their absence by their nominee (an appropriate Senior Manager) and in consultation with the Director of Student and Academic Services, within fifteen working days from the decision to take this course of action. The student should be provided with at least ten working days' notice of the date of the Fitness 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 working days, in advance of the meeting.

The Panel should include:

- The Director of Student and Academic Services, or an authorised nominee
- The Faculty Director of Student Experience, or an authorised nominee (Chair)
- The Head of Student Wellbeing Service
- The Lead Person from Level 1 or Level 2
- A representative from relevant support services (for example a Disability or Mental Health Adviser)
- A representative from the Students' Union Sabbatical Officers.
- A nominated Faculty colleague to act as secretary to the Panel

The Panel will seek to involve the student concerned and may consult others, as per consultation at Level 2. If not already obtained, the Panel should consult the University Student Finance and Financial Support team, concerning the financial implications of any temporary or permanent exclusion.

Evidence to be presented to the Fitness 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.

## **Level 3 Fitness to Study Panel: Possible Outcomes**

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1. **Leave of Absence:** The student may be required to take a leave of absence from their studies at the University whilst appropriate means of addressing the situation are being considered. This will be reviewed within four weeks.
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.

3. **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.
4. **Any other action considered to be appropriate and proportionate:** In cases where withdrawal of the student is the recommendation of the Level 3 Fitness to Study Panel, this must be approved by the Vice Chancellor (or their nominee), who will in turn report this to the next meeting of Academic Council.

The Chair of the Panel will ensure that the Academic Quality Unit are advised about any decision taken above which may impact upon the student's end of year progress.

## **Exclusion and Suspension**

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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 designated senior staff) is empowered to exclude or suspend a student with immediate effect, the circumstances will be reviewed within five working days. Written reasons for the decision will be recorded and made available to the student.

- a) Exclusion is the selective restriction on attendance at or access to the University (or to specified University premises) or access to University facilities or prohibition on exercising 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 qualification, such as permission to attend for the purpose of an examination.

Excluded students will be entitled to access the student portal and their student record, Moodle etc. Students will also have access to appropriate pastoral support by the University's student wellbeing services.

- b) 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 five working days of notification, which will be considered as part of the first review.

All exclusions and suspensions will be reassessed every four weeks. Confirmation of either the continuation or the lifting of the exclusion/suspension will be provided in writing to the student within a week of reassessment.

If the student's behaviour has caused disruption in University accommodation, it may also be necessary for the Head of Residential Services to make a decision on whether temporary or permanent exclusion from the residence is required and this is managed through separate processes. In reaching these decisions, due care and consideration will be exercised, through consultation with the 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.

The agreed course of action will be communicated to the student by the Director of Student and Academic Services in a meeting taking place within five working days of the agreement. The student will have the option of being supported during this

meeting. The University will allow Students' Union advisers and external support workers to attend the meeting. At the Director's discretion, advocates may present evidence on behalf of students, particularly in cases when students are distressed or otherwise unable to present evidence themselves.

The student will be informed of the 'Return to Study' procedure and process, as set out below.

It will be made clear to the student by the Director of Student and Academic Services that this procedure is quite separate from the University's Disciplinary Procedures. It will also be made clear in writing, why the University is recommending this course of action.

The Faculty Director of Student Experience or nominee will formally notify the relevant staff of a student who is suspended, excluded, withdrawn or interrupted from their studies, as appropriate. Banner records should be updated accordingly via the Student Records and Data team.

The student will, under normal circumstances, be given direction to request the temporary interruption of his/her study.

## **Returning to Study**

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In cases where the outcome of the Health, Wellbeing and Fitness to Study procedures result in a suspension of studies, the procedure for considering a return to study should be made clear to the student at the time of their suspension.

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 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 agreed to suspend or interrupt studies under Level 2 of the procedure, the Case Review Panel that originally considered the matter can 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 Level 3 of the procedure, the decision to allow a student to return to study will be made by the original Fitness 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.

In all cases, whether the student has been suspended or interrupted studies under levels 1, 2 or 3, the student must register with the Student Wellbeing Service so that University arrangements and reasonable adjustments can be facilitated. This should take place prior to the agreed date of return to study.

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.

## **Review and Appeal of Decisions**

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A student may appeal to a Review and Appeal Panel against a decision reached at Level 2 or Level 3 of the policy. Students should note that a request for review of a decision will only be accepted if there is evidence of the following:

- That there were demonstrable procedural irregularities in the conduct of the procedures
- Evidence of prejudice or bias on the part of one or more of the participants in the process
- New information or new evidence which materially affects the factual basis for the decision made, or the continued appropriateness of the decision. Evidence of further material circumstances which could include new, documented medical evidence, and/or changes in the student's circumstances

Students should lodge any request for review with University Secretary, by submitting a written statement detailing the grounds for request within twenty eight working days of being notified of a decision at Level 2 or Level 3.

## **Membership of the Panel**

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A Review and Appeal Panel should be chaired by a Deputy or Pro-Vice Chancellor not connected to Level 2 or 3 consideration of the student, and a member of the

academic council as well as a Students' Union representative. No member of the Panel should have previously been associated with the complaint.

The student should be informed of the date of the Review and Appeal Panel meeting no less than ten working days in advance. They may choose to appear before the Panel but the Panel may also hear a case, by mutual agreement, in the absence of the student. The student can be accompanied by a friend or representative. Students may not bring legal representation to the meeting without prior consent obtained from the Chair of the Committee which will only be granted in exceptional circumstances. However, the Chair of the Committee will normally permit representation by Students' Union advisers and by support workers, as per levels 1 and 2. The name of the person attending with the student must be notified to the University Secretary of the Panel in advance of the meeting.

The Chair of the Panel, in consultation with the University Secretary, will determine, prior to the meeting, the relevant evidence and documentation required at the meeting and the persons required in attendance at the meeting. The documentation will normally comprise the documentation and papers relevant to earlier consideration during the procedure.

Documentation in support of the request for review should be circulated to the Review and Appeal Panel and to the student no less than five working days before the meeting.

The student, and any accompanying person, will be called to appear before the Panel and the proceedings will continue as follows:

The Panel will interview:

- The Faculty Director of Student Experience.
- Other members of academic or other staff involved in the Health, Wellbeing and Fitness to Study considerations including the Lead Person.
- The student.

A person accompanying the student may be heard by the Panel, subject to the student's approval.

The Panel should ask all parties concerned to withdraw while it reaches its decision.

The Panel, having considered the evidence will inform the student of its decision and the reasons for that decision. An appeal will be deemed upheld or not upheld. A decision made by the Panel is final and is not open to further appeal under internal University of Greenwich procedures.

The University Secretary should notify the student in writing, by means of a Completion of Procedures letter, of the Panel's decision, giving the reasons for it, within five working days of the meeting.

## **The Office of the Independent Adjudicator (OIA)**

Students who have been issued with a Completion of Procedures letter may be able to complain to the OIA providing that their complaint is eligible under its Rules. Further information is available on the OIA website at <http://www.oiahe.org.uk/>.

Students will need to send to the OIA a Scheme Application Form within twelve months of the date of the Completion of Procedures letter. A Scheme Application Form can be downloaded from the OIA website.

## **Review of Policy and Procedure**

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

# **University of Greenwich**

## **Health, Wellbeing and Fitness to Study Policy & Procedure: Guidelines**

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### **Level 1 Guidelines**

#### **Level 1 Initial Meeting:**

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The lead person should contact and/or approach the student, in a sensitive and understanding way, to request a meeting. They should explain that this is as a result of concerns that have been raised about their fitness to study. This could be done in person, by email or letter. The student should be informed that they can be accompanied at the initial meeting. This can be, for example, a friend, a support worker, or a representative from the Student Union. The University will not accept the presence of legal advisers or advocates, whether professionally qualified or not. Students seeking support should be encouraged to contact the Students' Union advice services.

At the meeting:

- The student should be made aware of the precise nature of the concern(s) being raised. (Clear examples will be helpful).
- The student should 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. ([see the student charter](#))
- The member of staff should consider with the student what would be helpful and make the difference to the student in order to support him/her.
- The student should be made aware of any relevant University Support Services, from which they may benefit and be given all the relevant information about student finance, wellbeing, disability and dyslexia support, interruption and withdrawal of studies procedures, extenuating circumstances.
- The member of staff, if appropriate should consider with the student whether the matter should be addressed under the Fitness to Practise Procedure.
- An action plan should be agreed (see appendix 1). It would be useful to discuss with the student whether it would be appropriate to share this action plan with other academic or support staff, and obtain the students consent to do so.
- 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 Level 2 of this procedure.

- If the student is not satisfied with the outcome of the decision, they should be signposted to the relevant Students' Union advice services. Signposting for independent advice and support may help to resolve students' concerns and give students confidence in further participation.

### **Level 1 Review Meetings should include:**

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- 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)
- Agreement of whether further action is necessary

### **Level 2 Case Review Guidelines**

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The student should be invited to attend the Level 2 Case Review Panel by the Faculty/Department Executive Officer in writing. They should be given at least 5 working days' notice.

The invitation to the meeting 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), but not by someone acting as a legal advocate. 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 Fitness to Study Policy and Procedure.

### **Level 2 Case Review Panel should include:**

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- 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](#)).
- Consideration of whether the matter would be more appropriately addressed under the Fitness to Practise Procedure.
- 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 Level 1 above.
- The Level 2 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 make the decision as to 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.

### **Level 3 Fitness to Study Panel Guidelines**

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The student should be invited to attend the level 3 Panel meeting by the Faculty/Department Executive Officer in writing. The invitation to the meeting should include all the information outlined above in Level 2 Guidelines. They should be given no less than 5 working 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 co-ordinator 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 disclosure of medical reports. The student may wish to write a short summary report for the meeting.

It may be helpful to convene the meeting for an initial 30 minutes, before the student arrives. 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:**

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- A summary of 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.
- Clarification of the student's personal responsibility at University (e.g. to be 'well enough' to study).
- Identification of any further information which may be required such as medical evidence.
- Clarification of the options available to the student at this stage e.g. part-time study with support, a period of suspension with repeating, or a recommendation for withdrawal of the student.
- Consideration of what would be helpful or make the difference to the student in relation to the options available.
- The student should 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.

## **Documentation**

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A copy of notes from reviews/Panel meetings and agreed action plans should be sent to the student and all other attendees no more than 5 working days after the meeting has taken place.

All documentation should be kept securely, in accordance with the Data Protection Act 1998.

Action plans can be shared with other appropriate academics or wellbeing/support staff as deemed appropriate.

## **Non-engagement**

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At any stage, if a student is invited but fails to attend a scheduled meeting at any level, contact should be made with the student to ascertain the reason for their absence. Another meeting should normally be arranged. 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 Level 1, the lead person should discuss the situation in the student's absence with their Head of Department, Student's Programme Leader, or Personal Tutor.
- At Level 2, 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 level.
- At Level 3, the Panel will consider and agree the best course of action.

## **Data Protection and Confidentiality**

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All University staff are governed by the requirements of the Data Protection Act 1998. Under this act, 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 his/her personal safety.
- 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 consult with Director of Student and Academic Services if they believe there is a need to break the commitment to confidentiality. Initial discussion should not identify the student until the grounds for breaking confidentiality have been established and agreed upon.

## **Advice and Support**

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Free independent advice and advocacy is available from the University of Greenwich Students' Union and GK Unions Advice Service.

The University of Greenwich Students' Union:

Advice line: 020 8331 8267  
Email: [suadvice@gre.ac.uk](mailto:suadvice@gre.ac.uk)  
Web: [greenwichsu.co.uk/advice](http://greenwichsu.co.uk/advice)

Medway-based students can contact the GK Unions Advice Service:

Advice line: 01634 88 88 82  
Email: [advice@gkunions.co.uk](mailto:advice@gkunions.co.uk)  
Web: [www.gkunions.co.uk/advice](http://www.gkunions.co.uk/advice)

# University of Greenwich

## Health, Wellbeing and Fitness to Study Policy and Procedure: Appendices

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### Case Review/Panel Meeting Action Plan

Name of Student:	Banner ID:	Course Title:
Lead Staff Member:	Others Present:	Date:
SWFTS Level:		

Concerns Raised:	Raised By:

### Action Plan

Objective	Tasks	By Who	Completion/ Review Date

Students Name:	Students Signature:	Date:
Lead Person Name:	Lead Persons Signature:	Date:
Date of next review meeting:		

# University of Greenwich

## Health, Wellbeing and Fitness to Study Policy and Procedure: Appendices

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### Record of Personal Tutor Meeting with Student

Name of Student:	Banner ID:	Course Title:
Personal Tutor:	Others Present:	Date:

Concerns Discussed:	Referrals – Sources of Support / Current Service Engagement
Date of next meeting:	

### Follow Up

Follow Up Discussion	Agreed Action	No Further Action

Date of next meeting:
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## Student Wellbeing Service Contact Details

NAME	JOB TITLE	CAMPUS	TELEPHONE	EMAIL
Pauline McFarlane	Head of Student Wellbeing Service	Greenwich D111	0208 331 9064	<a href="mailto:p.mcfarlane@gre.ac.uk">p.mcfarlane@gre.ac.uk</a>
Robert Brown	Assistant Head, Student Wellbeing Service (Counselling & Mental Health)	Avery Hill AO12	0208 331 9154	<a href="mailto:r.brown@gre.ac.uk">r.brown@gre.ac.uk</a>
Angela Rochester-Daley	Student Wellbeing Co-ordinator (Counselling)	Greenwich D108 (Mon-Wed.)	0208 331 9070	<a href="mailto:a.rochesterdaley@gre.ac.uk">a.rochesterdaley@gre.ac.uk</a>
Chris Baker	Student Wellbeing Co-ordinator (Counselling)	Medway Blake 10B (Mon-Wed) Greenwich QM114 (Thurs-Fri.)	0208 331 9285 Mobile: 07767 201 565 0208 331 9070	<a href="mailto:c.baker@gre.ac.uk">c.baker@gre.ac.uk</a>
Alexandra Akande	Student Wellbeing Co-ordinator (Mental Health ) (Maternity Leave)	Greenwich D108	0208 331 9394 Work Mobile: 07981 520 983	<a href="mailto:a.akande@gre.ac.uk">a.akande@gre.ac.uk</a>
Mallory Corkum	Student Wellbeing Co-ordinator (Mental Health & Wellbeing )	Greenwich D108	0208 331 9661	<a href="mailto:m.corkum@gre.ac.uk">m.corkum@gre.ac.uk</a>
Kate Craib	Student Wellbeing Co-ordinator (Mental Health)	Medway B10A (Mon-Wed & Fri.)	0208 331 9353 Work Mobile: 07497877298	<a href="mailto:k.craib@gre.ac.uk">k.craib@gre.ac.uk</a>
Shapna Compton	Student Wellbeing Co-ordinator (Disability/Dyslexia)	Avery Hill A011	0208 331 9601	<a href="mailto:s.compton@gre.ac.uk">s.compton@gre.ac.uk</a>
Lucy Smith	Student Wellbeing Co-ordinator (Disability/Dyslexia)	Greenwich D108	0208 331 8212	<a href="mailto:l.smith@gre.ac.uk">l.smith@gre.ac.uk</a> <a href="mailto:j.harper@gre.ac.uk">j.harper@gre.ac.uk</a>
Janet Harper	Student Wellbeing Co-ordinator (Disability/Dyslexia)	Greenwich D108	0208 331 8784	<a href="mailto:j.harper@gre.ac.uk">j.harper@gre.ac.uk</a>
Vacancy		Medway Blake 10C	0208 331 7566	
Natalie Lewsley	Student Wellbeing Service: Office Manager	Greenwich D003	0208 331 9635	<a href="mailto:n.lewsley@gre.ac.uk">n.lewsley@gre.ac.uk</a>

Parbina Begum	Student Wellbeing Team Administrator/ Job Share	Greenwich D003	0208 331 7875	<a href="mailto:p.begum@gre.ac.uk">p.begum@gre.ac.uk</a>
Louise Kimpton-Nye	Student Wellbeing Team Administrator/Job Share	Greenwich D003	0208 331 7875	<a href="mailto:L.KimptonNye@gre.ac.uk">L.KimptonNye@gre.ac.uk</a>

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