

# Health, Wellbeing and Support for Study (HWSS) Policy and Procedure

## Contents

Policy .....	2
Context.....	2
Purpose and Scope.....	2
Addressing concerns about health and wellbeing – informal support systems .....	3
When to use the Health, Wellbeing and Support for Study (HWSS) Procedure .....	4
Supporting students through the HWSS Procedure .....	4
Addressing critical health and wellbeing concerns.....	4
Addressing concerns that include student misconduct.....	5
Governance.....	5
Confidentiality and information sharing .....	5
Staff training .....	5
HWSS Procedure.....	6
1. Preparing to use the Procedure.....	6
2. Who can use the Procedure .....	6
3. Support for students throughout the Procedure .....	6
4. Raising concerns before initiating the Procedure.....	7
5. Initiating the Procedure.....	7
6. Stage One Health Wellbeing and Support for Study Meeting.....	8
6.1 Purpose.....	8
6.2 Process .....	8
6.3 Possible outcomes .....	8
6.4 Recording the meeting .....	9
6.5 Monitoring and Review .....	9
7 Stage Two – Health Wellbeing and Support for Study Panel .....	9
7.1 Purpose.....	9
7.2 Process to initiate a HWSS Panel.....	9
7.3 Preparing for a Panel.....	10
7.4 Conducting a Panel meeting.....	10
7.5 Outcomes.....	11
7.6 Recording the meeting .....	11
7.7 Monitoring and Review .....	12
8 Protective suspension – responding to critical concerns.....	12
9 Enforced Time Out from Study .....	13

10	Return to Study.....	13
11	Enforced withdrawal from study .....	14
12	Appealing decisions taken under the HWSS Procedure.....	14

## Policy

### Context

1. Health and wellbeing is important to how students experience study and university life. The University aims to provide a supportive, inclusive and safe learning environment. It provides [support services](#), adjustments and procedures to help students to succeed. We encourage students to seek out support – see [Student Charter](#).
2. We provide student-centred support. We respect students' diversity, individuality, dignity and their right to confidentiality. We help students make informed decisions about health, wellbeing and study.

### Purpose and Scope

3. The scope of this Health, Wellbeing and Support for Study policy and procedure encompasses students studying at the University full-time, part-time and via distance learning, on undergraduate programmes, taught modular programmes that lead to higher degrees and any programmes of postgraduate research.
4. This Policy sets out how to address concerns about students' health and wellbeing. Course teams and Student Services can address most wellbeing concerns using informal support systems.
5. There may be rare circumstances where a student's health or wellbeing may:
  - put themselves or others at risk; and/or
  - compromise their dignity; and/or
  - disrupt their studies or the studies of others; and/or
  - disrupt the experience or wellbeing of other students and/or staff.

AND the student may not be aware and/or making decisions in line with self-care and health and safety.

6. In these circumstances, concerned staff and Student Services may agree to use the Health, Wellbeing and Support for Study (HWSS) Procedure. The HWSS Procedure helps staff to act for the student's wellbeing and in some circumstances, for the wellbeing of the wider University community. This may include putting in place a protective suspension, when concerns are critical.
7. The HWSS Procedure aims to help a student to stay on their course, wherever possible. It helps us to agree a way for the student to:
  - continue their studies with appropriate support; or
  - take Time Out until they are able to return; and
  - access support for returning to study if appropriate.

The HWSS Procedure ensures that students receive holistic support and are not disadvantaged academically.

8. Staff who use this policy and the HWSS procedure will:
  - act in a fair and proportionate manner
  - consider relevant professional advice and guidance
  - comply with legal duties
  - safeguard the needs of students and staff and protects their dignity
  - meet students' access requirements
  - consider impact of Time Out periods holistically
  - provide appropriate advice, information and guidance to students and staff involved.
9. The Policy applies to all students where there is a concern about health and wellbeing, including:
  - students who may be taking Time Out or suspended.
  - students on placements
  - where a student's health condition has not been diagnosed, or when the student has not disclosed a health condition.
10. The Policy applies to all aspects of student life, including within University accommodation.
11. Staff and students may need to refer to the following policies, processes and procedures alongside the HWSS Policy and Procedure:
  - [Extenuating Circumstances](#)
  - [Time Out from Study](#)
  - [Adjusted Assessment for Disabled Students](#)
  - [Disciplinary Code for Students](#)
  - [Complaints procedures](#)
  - [Accommodation Services Code of Conduct](#)
  - [UAL Safeguarding Policy](#)
  - [Course Regulations](#)

### Addressing concerns about health and wellbeing – informal support systems

12. Staff should raise concerns about a student's health or wellbeing with [Student Services](#). Staff can do this without naming the student. Student Services can help to determine a plan to address the concern. E.g. signposting or referring a student for support or convening a case conference.
13. Case conferences involve a student, their Student Services caseworker and other relevant staff. The student can bring another person if they wish. The purpose is to coordinate support for students in complex situations. The group explores concerns. It identifies support, adjustments and useful procedures. E.g. Extenuating Circumstances, Time Out from Study. The aim is to support the student to make informed choices about how to move forward. The student and staff agree an action plan. Student Services monitors the action plan and arranges further meetings, as needed. This approach is sufficient to address most health and wellbeing concerns.

For more information for staff:

- [How Student Services works with staff to support students](#)
- [Dealing with urgent situations](#) .

## When to use the Health, Wellbeing and Support for Study (HWSS) Procedure

14. Occasionally it may be necessary to use the HWSS Procedure. Here are some examples where using the HWSS Procedure might help:

Staff perceive that:

- i. A student poses a risk to their own health, safety or wellbeing. And/or they pose a risk to the health, safety or wellbeing of other students and staff.
- ii. A student's behaviour and/or communication is worrying. It might affect other students, the University, Accommodation Services or a placement provider.
- iii. A student's health and wellbeing behaviour is worrying. There may be no negative impact on their academic work and progression.
- iv. A student is not engaging with their studies. This is for a reason related to their health or wellbeing. Support services and other procedures have not helped.
- v. The university environment is exacerbating a deterioration in a student's health.
- vi. The university needs to act in order to preserve the dignity of the student

AND, in relation any of the above:

- vii. The student's decision-making does not align with self-care and health and safety.

## Supporting students through the HWSS Procedure

15. It is vital to reassure students who are subject to the HWSS Procedure that the focus is on their best interests. Staff should explain the HWSS Procedure to students. Staff should use it sensitively and swiftly. This minimizes the risk of associated student distress. Students should be encouraged to access support from Student Services and externally in communications about the Procedure.

16. Students can bring another person to the meetings within this procedure. That person can support them. They could be:

- a friend or relative
- an adviser from the Students' Union
- a health professional or other support worker (E.g. Social worker, care coordinator, advocate).

17. When staff communicate to students about each stage of the Procedure and associated outcomes they will:

- verbally confirm that a communication has been sent
- send written communications to all known email addresses for the student
- write in clear, plain English, referring to templates provided.

18. Where urgent action is needed, staff may still follow the Procedure if a student is unwilling or unable to attend a meeting. E.g. meeting without student present, using available written information.

## Addressing critical health and wellbeing concerns

19. Staff will take action swiftly under the HWSS Procedure to minimise risk and distress for the student and others who may be affected. In certain urgent circumstances, it may be appropriate to impose a short [Protective Suspension](#) on the student. The suspension is in place whilst staff take action under the HWSS Procedure.

## Addressing concerns that include student misconduct

20. Staff should use the [Disciplinary Code](#) whenever a student's conduct is not acceptable. During an investigation, it may emerge that health and wellbeing may have directly affected a student's alleged misconduct. In these circumstances, the Dean of Students will provide guidance. It may be appropriate to use the HWSS Procedure in parallel with disciplinary proceedings. Alternatively, it may be appropriate to suspend disciplinary proceedings whilst the HWSS Procedure is used. Staff using the HWSS Procedure (the College Dean (at Stage One) or Panel Chair (at Stage Two)) can refer a student back for action under the Disciplinary Code if necessary, with agreement from the Dean of Students.
21. Where it is not clear under which code, regulation or procedure an allegation of misconduct should be dealt with, the University Secretary and Registrar will decide.

## Governance

22. The Student Services Senior Management Team oversees the HWSS Procedure. It supports Deans (or their representatives) to use it. A group of Student Services staff will meet weekly (or as appropriate) to discuss cases and will invite Deans to join discussions as needed. Student Services Senior Management Team:
  - i. Ensures staff use the procedure in line with UAL's values and legal responsibilities. E.g. Equality Act, GDPR, Safeguarding-related legislation and guidance.
  - ii. Summarises how Student Services has supported a student. This informs Stage One Meetings and Panels.
  - iii. Identifies available options for possible inclusion in action plans for students.
  - iv. Provides advice to mitigate any adverse impacts, disadvantage or potential discrimination.
  - v. Ensures follow-up happens on time. E.g. by instigating a review of an action plan, or a Return to Study meeting.
  - vi. Advises on how to run Stage Two panels and meetings and memberships.
  - vii. Equality Impact Assesses the policy at least once every three years.

The Assessment and Quality Team administers Stage Two panels.

## Confidentiality and information sharing

23. The University seeks to limit access to sensitive personal information to those who require it to enable support for the student's health and wellbeing. Staff should share practical information about supporting students and should first seek the student's consent to share information. They should share information on a 'need to know' basis. It may sometimes be necessary to share medical or diagnostic information. Staff should ask for the student's explicit consent to do so. There may be exceptional occasions when information sharing occurs without consent:
  - i. If there is a risk to the student's welfare or that of others
  - ii. If the student is under 18 and there is a child protection concern
  - iii. If the law requires disclosure.

## Staff training

24. Staff must complete training about the Procedure before they use it. Student Services provide the training. Student Services can provide bespoke ad hoc training if needed.

Staff should renew their training every three years. Training will also be provided to Students' Union Advice Team and Officers as needed.

## HWSS Procedure

### 1. Preparing to use the Procedure

- i. Consult Student Services before mentioning that you may use the Procedure to a student.
- ii. Student Services staff will work with concerned staff to determine how best to apply the Procedure, in the specific circumstances.
- iii. Ensure you have received relevant training or briefing from Student Services staff.

### 2. Who can use the Procedure

- i. The Procedure refers to specific Officers of the University who are responsible for taking certain steps. Officers can nominate others to act on their behalf. E.g. College Deans can nominate senior members of academic staff, or the Dean of Students can nominate senior Student Services staff.
- ii. The College Dean is responsible for keeping accurate notes of meetings and actions undertaken as part of this procedure. The College Dean should share the records with the Dean of Students. The Dean of Students has overall responsibility for monitoring the progress of cases under the Procedure.
- iii. Student Services supports the process. Student Services includes:
  - Counselling, Health Advice and Chaplaincy
  - Disability Service
  - Student Advice
  - Student Funding
- iv. Student Services will nominate a manager to work with the Deans on a specific case. The Student Services manager provides advice on the procedure and student support. They are responsible for seeking information and advice from other Student Services managers to inform decisions and support offers.

### 3. Support for students throughout the Procedure

- i. Students can bring another person to the meetings within this procedure. That person can support them. They could be:
  - a friend or relative
  - an adviser from the Students' Union
  - a health professional or other support worker (E.g. Social worker, care coordinator, advocate).
- ii. All meeting invitations should:
  - remind the student they can bring a supporter;
  - ask the student to confirm at least two working days in advance:
  - whether they will bring a supporter
  - the name and role of the supporter.
- iii. The Deans will identify two staff members to act as a point of contact for the student through the Procedure – one staff member from the Course team and one from Student Services. These contacts liaise with colleagues as needed and communicate key information with the student.

- iv. All correspondence with students about the HWSS procedure should ask about their access requirements. The Dean or Panel Chair will make adjustments to meet students' access needs, taking advice from Student Services where needed.
- v. If a student is unwilling or unable to attend, the Panel hearing normally proceeds (and the Student may be represented in their absence by a friend?).

#### 4. Raising concerns before initiating the Procedure

- i. Where possible, staff should address concerns about a student's health and/or wellbeing in person, with the student. The concerned staff member (usually Course Leader or Programme Director) should convene a case conference.
- ii. Case conferences involve a student, their Student Services caseworker and other relevant staff. The student can bring another person to support them if they wish. The purpose is to coordinate support for students in complex situations. A Course Leader or Programme Director usually chairs the meeting.
- iii. The Chair should explain the concerns about the student's health and wellbeing. The group should explore concerns, identify support, adjustments and useful procedures. E.g. Extenuating Circumstances, Time Out from Study. The aim is to support the student to make informed choices about how to move forward.
- iv. As an outcome of the case conference, the Course Leader/Programme Director may decide to:
  - a. Agree an informal action plan with the student or
  - b. Refer the case to the College Dean for possible action under the HWSS Procedure (Stage One) or
  - c. Refer the case to be considered under other University Regulations.
- v. If a student is unwilling or unable to participate in a case conference meeting, the Course Leader/Programme Director and Student Services may agree to refer the student to the College Dean for possible action under the HWSS procedure.

#### 5. Initiating the Procedure

- i. Staff should use the Procedure when informal actions (section 4) are not appropriate or sufficient to support the health and wellbeing of the student during their studies. Concerned staff and Student Services refer the student to the College Dean and Dean of Students. They will decide whether to use the procedure **within 3 working days**. The Deans should initiate the procedure immediately once they decide to use it.
- ii. The written communication is to be provided to the student and should include:
  - A brief summary of the concerns
  - Confirmation that action will be taken under the HWSS Procedure, including confirmation of which Stage will be used
  - A copy of the Procedure – and student guide, when available
  - Signposting help and support (Students' Union, Student Services)
  - Outline of next steps and timescales
  - Reminder of right to be accompanied
  - The named contacts from the Course team and Student Services.

- iii. Staff should give students at least **5 working days' notice** of any meeting held as part of the Procedure.

## 6. Stage One Health Wellbeing and Support for Study Meeting

### 6.1 Purpose

- i. Stage One HWSS meetings can be useful to explore health and wellbeing concerns where staff perceive that the potential risks are moderate.
- ii. A Stage One meeting might be convened if:
  - Concerns have not been addressed via standard support and case conferencing;
  - the student has not kept to action plans previously agreed via case conferences;
  - the student's conduct or circumstances indicates that further intervention is required;
  - a student wishes to return to study after a period of Time Out on health grounds.
- iii. The purpose of the meeting is to explore the concern, identify support and adjustments and agree a formal action plan with the student.

### 6.2 Process

- i. The College Dean identifies a note-taker, a member of the academic team and a Student Services staff member to participate in the meeting.
- ii. The College Dean invites the student to attend the meeting with at least five working days' notice.
- iii. The invitation needs to include:
  - a. A copy of the Procedure (and Student Guide, when available)
  - b. Signposting help and support (Students' Union, Student Services)
  - c. Reminder of right to be accompanied
- iv. The College Dean can continue with the Procedure in the event that the student is unable or unwilling to participate in the meeting.

### 6.3 Possible outcomes

As an outcome of the meeting, the College Dean may decide:

- i. To put in place an agreed HWSS plan, tailored to the student's circumstances. The plan would:
  - a. Consider all available support (within UAL and externally)
  - b. Set achievable/realistic goals
  - c. Specify desired behaviours and expectations for the student if appropriate
  - d. Ensure that any agreements will not significantly disadvantage the student or others
  - e. Ensure that necessary reasonable adjustments are in place
  - f. Include a review date within four weeks. The plan would be reviewed by convening another Stage One meeting.
  - g. If required, to put in place a Protective Suspension, that is in place whilst the student engages with support as outlined in their plan.

Or

- ii. No further action under the Procedure is needed – concerns may be resolved, or can be addressed via informal support mechanisms; or
- iii. Refer the case to next to Stage Two, under the HWSS Procedure, or
- iv. Refer the case to be considered under other University Regulations.

## 6.4 Recording the meeting

- i. The College Dean:
  - a. Ensures a written record of the meeting and agreed action plan.
  - b. Sends the record and action plan to the student within 5 working days.
  - c. Asks the student to agree to the action plan by confirming their agreement by University email.
  - d. Stores a copy of the documentation securely.

## 6.5 Monitoring and Review

- i. The College Dean should arrange to review HWSS Plans within four weeks by convening another Stage One meeting. There can be multiple reviews if needed.
- ii. If a student does not engage with the HWSS plan, their case may be escalated to Stage Two of the Procedure.
- iii. The Student Services representative is responsible for ensuring that students receive holistic advice and support relevant to the student's circumstances and HWSS Plan.

# 7 Stage Two – Health Wellbeing and Support for Study Panel

## 7.1 Purpose

- i. Stage Two HWSS Panels may be convened where:
  - a. concerns are very serious and/or ongoing
  - b. staff perceive that risks are high
  - c. there are indicators that a Protective Suspension, or enforced Time Out may be required
  - d. the student has not engaged with an HWSS plan agreed at Stage One.
- ii. The Panel decides appropriate action that supports the wellbeing of the student and minimises risks to the student and others (if applicable).

## 7.2 Process to initiate a HWSS Panel

- i. A case could be referred from Stage One to the HWSS Panel. The Dean of College and Dean of Students can also agree to refer a student directly to the HWSS Panel stage.
- ii. The College Dean writes to the University Secretary and Registrar to request a Panel. The communication summarises:
  - a. the nature of the concerns
  - b. the steps that have been taken to identify and review support.
- iii. This will be done within 3 working days of the decision to refer to panel, or within 3 working days of the most recent Stage One meeting.
- iv. The University Secretary and Registrar considers the request, taking professional and/or legal advice where necessary. The University Secretary and Registrar makes a decision within three working days to:
  - a. Refer the case to a Health and Wellbeing Support to Study Panel and appoints a Chair (usually the Academic Registrar)
  - b. Refer the case to be considered under other University Regulations or Procedures.
  - c. Determine that no further action is required.

- v. The University Secretary and Registrar confirms the next steps in writing with the student. (Stage Two first letter template).

### 7.3 Preparing for a Panel

- i. The College Dean prepares a report for the Panel. The College Dean should consult the course team and Student Services Management Team to prepare it. The College Dean sends the report to the Chair of the Panel. The report includes:
  - a. The concerns and steps taken to support the student so far.
  - b. Information from Student Services about:
    - Support provided and future support possibilities.
    - How to mitigate adverse impacts, disadvantage e.g. related to immigration status, funding
    - How to manage risks related to discrimination.
  - c. Information from the course team in relation to academic issues.
  - d. A summary of potential options for the HWSS Panel to consider.
  - e. Where necessary, the results of medical assessments relevant for consideration.
- ii. The University Secretary and Registrar appoints the Panel. The Panel members are staff who have not previously worked with the student, including:
  - Dean of School (or equivalent) - not from the student's College
  - One senior member of University Services staff (who shall be Chair)
  - A Students' Union Sabbatical Officer or their nominee
  - A senior representative from Student Services Management Team
  - A clerk
- iii. The Chair/Clerk of the Panel invites the student and Panel members to the meeting with at least 5 working days' notice (Stage Two second letter template). The invitation needs to include:
  - a. A brief summary of the concerns
  - b. A copy of the Procedure (and Student Guide, when available)
  - c. The report from the College Dean
  - d. Signposting help and support (Students' Union, Student Services)
  - e. Reminder of right to be accompanied
  - f. Clarification that this is not a disciplinary meeting.
- iv. The Panel may request that other professionals attend to provide expert advice as necessary. Professionals could be part of UAL or external. Where a Student Services professional advises a Panel, they will have no prior involvement with the student.
- v. Students should make all reasonable efforts to attend Panel meetings. A student may request to postpone a Panel provided there are reasonable grounds to do so and the length of postponement is reasonable. The Panel Chair will decide whether to agree a postponement.
- vi. The Panel Chair may to conduct the meeting in the student's absence. Where this is the case, they will seek appropriate representation e.g. from a friend or family member.
- vii. The Panel may put in place other adjustments to meet specific students' needs e.g. conducting the Panel by correspondence.

### 7.4 Conducting a Panel meeting

- i. The format of the Panel is:

- a. The Chair convenes a pre-meeting with Panel members to agree lines of inquiry.
- b. The Chair invites the student to join the Panel meeting to discuss the issues and options available.
- c. The student leaves the meeting.
- d. The Panel makes its decision.
- e. The Panel may request that other members of staff or external professionals attend to provide advice where necessary.
- f. The Chair can continue with the Procedure in the event that the student is unable or unwilling to participate in the meeting.

## 7.5 Outcomes

- i. As an outcome of the meeting, the Chair of the Panel may decide:
  - a. To adjourn in order to obtain more information, within an agreed timescale (up to four weeks).
  - b. To put in place a time-limited [Protective Suspension](#), that is in place whilst the student engages with support, or whilst more information is gathered to inform the Panel decision.
  - c. To put in place an agreed HWSS plan, tailored to the student's circumstances. The plan would:
    - i. Consider all available support (within UAL and externally)
    - ii. Set achievable/realistic goals
    - iii. Specify desired behaviours and expectations for the student
    - iv. Ensure that any agreements will not significantly disadvantage the student or others
    - v. Ensure that necessary reasonable adjustments are in place
    - vi. Include a review date. The plan would be reviewed by convening another Panel meeting.
  - d. To enforce '[Time Out from Study](#)' for the student, for a specified period. The Panel should specify agreed terms for return to study. The Panel should also agree arrangements for keeping in touch with the student throughout the Time Out period.
  - e. To contact the student's 'emergency contact' or statutory services. Wherever possible, the Panel would seek the student's consent to do so.
  - f. To recommend that the student is [withdrawn from study](#) (in exceptional circumstances).
  - g. No further action under the Procedure is needed – concerns may be resolved, or can be addressed via informal support mechanisms
  - h. Refer the case to be considered under other University Regulations.
- ii. The Panel agrees a review date.

## 7.6 Recording the meeting

- i. The Chair and Clerk:
  - a. Make a written record of the meeting and agreed action plan.
  - b. Send a brief summary to the student within three working days. The summary includes:
    - the outcome(s)
    - required actions and associated timescales
    - review date
  - c. Send the full record and action plan to the student and Panel members within five working days of the meeting.

- d. Ask the student to agree to the action plan by confirming their agreement by University email.
- e. Store a copy of the documentation securely.
- f. Inform the College Dean and professional staff who referred the case to Panel about the outcome.

## 7.7 Monitoring and Review

- i. The Chair should review progress within an appropriate timescale and convene another Panel meeting, where necessary.
- ii. The Student Services representative is responsible for ensuring that the student receives holistic advice and support relevant to their circumstances.
- iii. The College Dean is responsible for ensuring that the student receives any required academic support and advice.

## 8 Protective suspension – responding to critical concerns

- i. The University can impose a **protective suspension** when a student's behaviour:
  - Poses a significant and urgent risk to their own or others' health, safety and/or wellbeing AND
  - Seems to relate to an underlying health or wellbeing issue
- ii. Protective suspension describes temporary suspension from studies whilst the University ascertains the student's health and wellbeing and uses the HWSS Procedure.
- iii. The Dean of Students advises if a Protective Suspension is appropriate when:
  - concerns first arise; or
  - student misconduct might relate to an underlying health or wellbeing issues and/or
  - the university decides to suspend action under the Disciplinary Procedure.
- iv. The College Dean or Chair of a Stage Two Panel can also impose a Protective Suspension. This can be an outcome of a Stage One or Stage Two meeting. This might be helpful when:
  - staff need to get further information before making a decision AND
  - staff agree that a Protective Suspension is the best way to manage risks for the student in the meantime.
- v. When the Dean of Students, College Dean or Panel Chair imposes a Protective Suspension they will:
  - a. inform the student verbally
  - b. confirm the decision in writing within three working days
  - c. **within five working days** of the decision, they will confirm in writing to the student:
    - What will happen next under the procedure
    - The timescales
    - Information about how to Appeal the decision
  - d. Report the decision to Student Services within three working days
- vi. Student Services will monitor students under Protective Suspension weekly and encourage them to engage with any plans or actions required. The Protective Suspension will be formally reviewed at the next stage of the process. A student will not normally be under Protective Suspension for more than **four weeks**. If a Protective

Suspension is approaching four weeks staff should refer the case to a Stage Two Panel to consider enforcing Time Out. Students are not required to continue with studies or submit work whilst the Protective Suspension is in place.

## 9 Enforced Time Out from Study

- i. A HWSS Panel may decide that a student needs to take Time Out. The Panel will identify and (where possible) mitigate any adverse impacts on the student. In making its decision, the Panel will consider advice from:
  - a. The student's course team, in respect of academic progress and options
  - b. Student Services Management Team
  - c. The Assessment and Quality Team
- ii. When a Panel decides to enforce a period of Time Out, it will agree:
  - a. The duration of the Time Out period
  - b. Arrangements for keeping in touch with the student, including specific named contact(s)
  - c. Support available to the student during Time Out from Student Services and the course team
  - d. The terms for the student's return to study.
  - e. The person who is responsible for required actions.
- iii. The Panel may require the student to provide updated evidence from a treating professional as a condition of return. The evidence might need to include:
  - a. Information about current health and treatment and
  - b. Recommendations for the university about support and adjustments.
- iv. The written record that the Panel sends to the student will include:
  - a. All of the points in 7.ii.a above
  - b. A summary of the impacts of the Time Out period e.g. on the timeframe for completion of study, on accommodation, finance and immigration.
  - c. Information about how to Appeal the Panel decision.
- v. The Dean of College, with support from Student Services is responsible for ensuring timely preparations for Return to Study.

## 10 Return to Study

- i. This section is only relevant where a student has taken voluntary or enforced Time Out under this Procedure.
- ii. At least six weeks before a student is due to return to study, Student Services will contact the student to:
  - a. Review the student's health and wellbeing
  - b. Check on progress the student has made progress with fulfilling any conditions of return.
  - c. Review updated evidence from treating professionals (if required)
- iii. The Student Services staff member will report the outcome of this meeting to the Dean of Students and the College Dean.
- iv. The Dean of Students and the College Dean will then decide whether to manage the student's return using:
  - a. A Stage One meeting

- b. A HWSS Panel meeting (this may be appropriate where Time Out has been enforced and there are concerns that the student is not meeting the conditions of return).
- v. The Dean of Students and College Dean may decide to progress the HWSS Procedure when a student does not respond to communications about their Return to Study.

## 11 Enforced withdrawal from study

- i. A HWSS Panel may conclude that there is no reasonable prospect of a student being able to continue their studies. This would be decided in very rare circumstances, when they have explored all other options. E.g. the student has or is likely to exceed the Maximum Period of Registration (usually course length plus two years) (Course Regulations 3.5)
- ii. **Within three working days** of the Panel meeting, the Chair of the Panel will:
  - a. Make a written recommendation to the University Secretary and Registrar that the student is withdrawn from study.
  - b. Include a summary of evidence and steps taken so far under the HWSS Procedure.
- iii. Within 12 working days of receiving the recommendation, the University Secretary and Registrar will:
  - a. Make their decision, taking advice where necessary
  - b. Inform the student of the decision in writing
  - c. Include information about how to appeal the decision.

## 12 Appealing decisions taken under the HWSS Procedure

- i. A student can appeal any decision taken under the HWSS Procedure to enforce a Protective Suspension, Time Out or Withdrawal from Study.
- ii. When staff members write to a student to confirm any of these decisions, they will always remind the student of their right to appeal.
- iii. A student can appeal a decision on the following grounds:
  - a. The University did not follow the HWSS Procedure correctly
  - b. The student has new information or evidence that was not available when staff made the decision
  - c. The outcome is unreasonable.
- iv. A student can appeal a decision within 15 working days of the date that they received the decision in writing.
- v. To appeal, the student needs to:
  - a. Write to the University Secretary and Registrar to appeal the decision
  - b. Specify the grounds for appeal
  - c. Include evidence in support of their appeal.
- vi. The University Secretary and Registrar will decide whether there are grounds for appeal. If there are no grounds for appeal, they will notify the student that the original decision should stand. If there are grounds for appeal, the University Secretary and Registrar will refer the matter to an Appeal Officer or Panel.
- vii. The Appeal Officer/Panel will review the decision. They will decide whether the original HWSS decision should stand, be revoked or be amended.

- viii. The Appeal Officer/Panel will confirm its decision to the student in writing within 7 working days of the referral.
  
- ix. The decision of the University Secretary and Registrar or the Appeal Panel is final. The Appeal Procedure is complete. If a student is unhappy with the outcome of their appeal they can refer the matter to the [Office of the Independent Adjudicator](#). The student should write, within three months of receiving notification of the final decision.