



University of Essex

Study and Wellbeing Intervention Policy and Procedure

University of Essex, Student Wellbeing and Inclusivity

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1. Introduction

- 1.1 As a student of the University of Essex (UoE), we (the University) want you (our students) to be reassured about the University's commitment to your health, wellbeing, and academic success. Many students receive support whilst completing their studies and we encourage all students to access support from the earliest opportunity, be that from the University or from external services.
- 1.2 The Study and Wellbeing Intervention Policy and Procedure provides a framework to support you during your studies when it appears that your health and wellbeing are either disrupting or having a detrimental impact on you or on the people around you.
- 1.3 There may be times when the University becomes concerned about whether you are sufficiently well to be able to achieve your best, or whether you are compromising the ability of people around you to achieve their best. There may also be times where continuing to study may have a detrimental effect on you and your health. At a time like this, where your health is the main consideration, the University may decide to use this procedure, rather than the Student Engagement Policy, to help us work with you to decide what to do. For example, in a situation where your actions have a negative impact on you or on the wellbeing of those around you, we recognise the need to be balanced in our response, including when the reported action may be linked to mental health difficulties, psychological or emotional distress or neurological conditions.
- 1.4 We will seek to offer reasonable support and adjustment during your studies to enable you to make your own decisions about your progress. In determining whether the University should engage with you under the terms of this procedure we will consider the context, circumstances, and risk of the situation as it applies to your health and wellbeing, or the effect of your actions on other people around you.
- 1.5 As set out below, application of this procedure can begin at any stage as appropriate to the presenting circumstances. Each case will be considered against a fair test, assessing the risk to yourself and/or others: have your actions adversely impacted on, or are they likely to impact on your health or wellbeing, the health or wellbeing of others around you, or the learning and/or living environment at the University.
- 1.6 There are 3 stages within this procedure and the corresponding meetings are outlined below (in [Appendix 2](#) you can find more information about how we assess the level of risk):
 - **Stage 1 - Initial Support** where there are low-risk, emerging, initial concerns about your health or wellbeing;
 - **Stage 2 - Support to Study** where initial concerns do not improve, or where there are more serious concerns about your health or wellbeing which we might refer to as medium risk;
 - **Stage 3 - Serious or Continuing Concerns** where concerns discussed at a Support to Study Meeting do not resolve the concerns or if there are more significant concerns about your health or wellbeing which we might refer to as high risk. We'll hold a meeting to discuss your overall fitness to study including whether or not you should be required to intermit or that you are permanently withdrawn from the University;
 - **Return to Study** this is the meeting we may hold when you have requested to return following a period of temporary intermission.
- 1.7 This procedure applies to all students registered on undergraduate, postgraduate taught or research degrees, or pursuing modules on a full or part time basis, engage in face to face study via distance or blended learning, on placement, or on a period of study abroad.
- 1.8 If you are a disabled student and require adjustments to this procedure to be able to fully engage with the process, please contact the [Head of Student Wellbeing and Inclusivity](#) to identify any reasonable adjustments which can be made to support your engagement.

A summary flowchart of the full procedure including when there are urgent concerns for a student's wellbeing is available in [Appendix 1](#).

2. Aims and scope of the policy

2.1 The aims of this policy are:

- To ensure all students benefit from being a member of the University community and can participate in all aspects of their programme of study and research, succeed in their studies and obtain the award for which they are registered;
- To ensure all students can engage satisfactorily in all elements of study, research, training or assessment which may also take the form of placements, fieldtrips, or work-based learning, particularly in a professional setting;
- To ensure students whose health, welfare and wellbeing are impacting on their ability to study are offered the appropriate support;
- To ensure no student is prevented, hindered, or disrupted from accessing their studies due to the behaviour of another student;
- To ensure staff can effectively carry out their duties;
- To effectively manage any risks about a student's health, safety and welfare or the health, safety and welfare of other students, staff, or members of the community.

2.2 This policy sets out what we will do when we have a concern that:

- Your health is affecting your ability to engage appropriately in University activities; and/or
- Your health is impacting on other people, such as other students or staff; and/or
- Your health and safety is at risk.

2.3 The circumstances in which this policy is used might be beyond your control. For example, you may become unwell or experience a deterioration of an underlying health condition or disability. The focus of this policy is supporting you and all other students to successfully engage in their programme of study and stay well. At all stages, we want you to have the right support to help inform decisions about what happens next, which could include being supported by the Students' Union or the Student Wellbeing and Inclusivity Service.

[Appendix 2](#) provides example scenarios of what may trigger a stage as part of this procedure.

Links to other policies

2.4 In order to safeguard and promote a safe culture across the University community and to enable our students to realise their full potential in a safe, healthy and inclusive environment, all students at the University of Essex are expected to behave in accordance with our [Code of Student Conduct](#). The Code sets out the standards of behaviour that we expect and the action that will be taken where behaviour falls below these standards. However, it is recognised that mental health, illness, or disability may have had (or still has) an impact on your behaviour, alleged conduct or both. As a result, any proceedings against you in accordance with the Code may be suspended at any stage if you are being assessed and supported under the Study and Wellbeing Intervention Policy. Where there is a concern and it is deemed that disciplinary action may not be appropriate at that time, the Head of Student Wellbeing and Inclusivity (or nominee) and the Senior Student Progress Manager (or nominee) will consider the case and where appropriate refer the case to the Academic Registrar (or nominee) who will make a decision on whether the proceedings are suspended. In such cases, conduct proceedings will resume once support is in place and/or you are considered sufficiently well to engage with proceedings.

2.5 The University has a separate [Fitness to Practise Procedure](#) in respect to students enrolled on courses where a practical professional placement is required. Students enrolled on such a course will have additional responsibilities placed upon them regarding not only their conduct but also their professional suitability, as outlined in relevant regulatory and/or professional body codes of practice. This policy therefore does not apply to decisions regarding Fitness to Practise.

2.6 The University has a [Student Engagement Policy](#) which is intended to maximise the success and achievement of every student through a structured approach based on support and mutual decision-making to enable timely and impactful intervention. A student considered under the Student Engagement Policy may be referred for consideration under this policy and procedure if health or wellbeing issues emerge.

- 2.7 The policy is not designed to address academic performance issues (which should be dealt with under the normal assessment procedures), or individual circumstances that can be considered through an Extenuating Circumstances Committee, Board of Examiners or Research Student Progress Board.

3. Urgent concerns for your welfare

- 3.1 In exceptional cases, when there is potential or actual risk to self or others, we have the power to take immediate precautionary action pending careful consideration. In such cases, we may decide to enforce a temporary suspension from studies. The decision to enforce temporary suspension is made by the Academic Registrar (or nominee in their absence) following an assessment of risk.
- 3.2 An assessment of risk will be undertaken by the Head of Student Wellbeing and Inclusivity (or nominee). The Head of Student Wellbeing and Inclusivity will schedule and chair a case conference with colleagues from both the Academic School/Department and Professional Services that hold material information or evidence that is relevant to your case.
- 3.3 Following conclusion of the risk assessment, the Head of Student Wellbeing and Inclusivity may make a formal recommendation to the Academic Registrar that you must be temporarily suspended from your studies. This would be a temporary, precautionary measure until a Serious or Continuing Concerns meeting can take place under stage 3 of this procedure (see [stage 3 Serious or Continuing Concerns](#)) which would be convened as soon as possible. Any temporary suspension will be kept under regular review by the Head of Student Wellbeing and Inclusivity and where circumstances change the risk assessment and temporary suspension will be reviewed every 4 weeks.
- 3.4 If the Academic Registrar supports the recommendation, you will be provided with reasons in writing for the suspension, unless in the interests of your safety it would be more appropriate to discuss this with you in person. You will be invited to a meeting where the implications of this decision will be explained, and you will receive support to understand and manage these implications. You will also be provided with information and guidance on how you can continue with your studies through a supported return once well enough to do so.
- 3.5 If the decision of the Academic Registrar is not to support the recommendation made, you will not be temporarily suspended at that time but will be invited to a Serious or Continuing Concerns meeting under stage 3 of this procedure.
- 3.6 For students residing in University-managed accommodation, if the decision is to temporarily suspend you from your studies, you may be required to leave this accommodation due to the unacceptable and significant level of risk that remains if it cannot be mitigated. We will give you notice, as set out in your license agreement, and we will be as flexible as possible. If it is not possible to support you for the duration of your notice period in your allocated room, for example if there are significant concerns for the wellbeing of others in your accommodation, we will provide a suitable temporary alternative.
- 3.7 Following a risk assessment, if it is recommended (for your safety or the safety of others) that you do not visit University premises, you may visit campus to attend meetings held under this policy, or to visit the [SU Advice](#) Centre, with prior agreement from the University.

4. Data protection and confidentiality

- 4.1 The University complies with current data protection legislation including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We treat all personal information as confidential within the terms of the legislation and recognise that within this policy, we will also process special category data about students (e.g. relating to students' health or personal circumstances).

- 4.2 We share your personal information only amongst members of staff who need to know in order to offer you support, including being able to use this policy.
- 4.3 We will ask for your agreement to share personal information obtained under this policy with relevant professionals outside of the University so that they can support you. However, if there is a significant risk of harm to you or others, information may be shared without your consent. In these by exception circumstances, you will be told what information has been shared and with whom.
- 4.4 If you are a student with immigration sponsorship from the University, i.e. if you have a Tier 4 or a Student visa, a break from study as a result of intermission or withdrawal could have an impact on your immigration status. Immigration advice will be provided to you at an appropriate time.
- 4.5 If you have consented to us sharing information with your next of kin, we may notify them that you are being supported under this policy.

Representation and Support

- 4.6 If you or the University are concerned about your health or wellbeing, we encourage you to talk to someone about this such as a trusted friend and/or parent/guardian or the [Student Wellbeing and Inclusivity Service](#). You can also talk to [SU Advice](#) which is part of the University of Essex Students' Union for independent and impartial advice.
- 4.7 All students involved in this procedure have the right to be accompanied by a fellow student, a member of staff, disability advisor or a representative of SU Advice or the Students' Union at any meetings conducted as part of this policy. You may not bring anyone to a meeting who is not a member of the University unless this has been agreed as a reasonable adjustment. Whoever accompanies you must not be involved directly in any incidents or alleged behaviour that may have led to you being considered under this procedure and as this is not a criminal process, legal representatives are not permitted to be present at any stage.

5. Study and Wellbeing Intervention Stages

Stage 1 - Initial Support

- 5.1 When a member of staff identifies concerns about your health or wellbeing and/or the wellbeing of the people around you as a result of your actions and/or behaviour, you may be invited to an Initial Support Meeting. [Appendix 3](#) provides a stage 1 template letter for reference.
- 5.2 An Initial Support Meeting is intended to identify what you and we need to do to help you to continue to study effectively when there are concerns.
- 5.3 We will write to you via email (to your University email address) to invite you to a meeting and inform you of the purpose of the meeting. This would ordinarily be a member of staff within the academic Department/School with primary responsibility and/or knowledge of you (e.g. your personal tutor or Department/School Manager, and/or your supervisor/Graduate Director if you are a PGR student) together with the Departmental Disability Liaison Officer (if applicable). However, if the concerns arise outside of the teaching environment, then the Student Wellbeing and Inclusivity Service should take the lead, in consultation with your Department/School. Should a member of staff require advice or guidance on this they should contact the [Head of Student Wellbeing and Inclusivity](#). Stage 1 is to understand your needs and to refer to the Student Wellbeing and Inclusivity Service to put the support in place.
- 5.4 You will normally be given at least 3 days' notice. When invited to this meeting, we would encourage you to contact [SU Advice](#) who can support you and talk you through how the policy works, including how meetings take place.

What happens at an Initial Support Meeting?

- 5.5 At the meeting you will be made aware of the precise nature of the behaviour that has caused these concerns to be raised, including, if appropriate, reference to the level of perceived risk presented by you. The member of staff will attempt to resolve the matter through discussions with you. You should be given the opportunity to explain your own views on the matter and be encouraged to think about using one or more of the support services offered by the University or available outside the University. It may also be appropriate to review the possibility of making special arrangements to enable you to study effectively.
- 5.6 It is hoped that in most cases issues can be resolved at this stage, and that you will respond positively, co-operating fully with the procedure and taking advantage of the support available.

Outcome of the Initial Support Meeting

- 5.7 An outcome of the Initial Support Meeting may be an informal action plan (see [Appendix 7](#) for a template) which all parties agree to. A review period should be determined between the staff and you to note progress made. If, however, the concerns have not been addressed, a further review period may be agreed, or your case will move to the next stage of the procedure.
- 5.8 The informal discussions, advice and any undertakings made by the Department/School and/or you should be documented for the benefit of both the Department/School and you. The Student Wellbeing and Inclusivity Service should be provided with the notes in order to update risk assessments and ensure that all follow-up procedures are in place.
- 5.9 If you do not engage with support or if concerns cannot be addressed through the informal route of stage 1, you may be informed that more formal action under Stage 2 of this policy and procedure may be considered appropriate.

Stage 2 - Support to Study

- 5.10 If concerns are not resolved following Stage 1, or if the member of staff considers that the risk presented is above the threshold to use that stage of the procedure, the Department/School may inform the Head of Student Wellbeing and Inclusivity of their concern(s). The Head of Student Wellbeing and Inclusivity will then take steps to gain an understanding of relevant facts.
- 5.11 We will write to you via email (to your University email address) to invite you to a meeting and inform you of the purpose of the meeting. You will normally be given at least 7 days' notice and will also be provided with any documents which will be considered and asked to provide any documentation that you may wish staff attending to consider within 48 hours prior to the meeting. [Appendix 4](#) provides a stage 2 template letter for reference.
- 5.12 The purpose of a Support to Study meeting will be:
- to make you aware of the nature of the concerns that have been raised;
 - to hear and consider your views and to identify what support needs are present;
 - to agree the best way to proceed and to map out a supportive plan;
 - to ensure that you are fully aware of the possible outcomes if risk remains.

[Appendix 2](#) provides example scenarios of what may trigger a stage as part of this procedure.

[Appendix 6](#) outlines the provisions for conducting a stage 2 meeting as part of this policy.

What happens at a Support to Study Meeting?

- 5.13 You will attend this meeting with the following members of staff:
- An academic representative such as your Head of Department (or nominee) or Programme Lead or for Postgraduate Research Students the Graduate Director (where they are not your supervisor) (who will usually Chair the meeting);

- A member of staff from the Student Wellbeing and Inclusivity Service, such as a Wellbeing Adviser or an Accessibility and Wellbeing Adviser, acting in an advisory capacity and not as an advocate for you (who will take notes).

5.14 You may bring a representative to accompany you, such as a fellow student, a member of staff, disability advisor or member of [SU Advice](#) who may take notes on your behalf, make representations on your behalf but may not answer questions on your behalf.

5.15 Once all the evidence has been presented, you may be asked to leave the meeting while the circumstances are considered by the panel.

Possible outcome from a Support to Study Meeting

5.16 At a Support to Study Meeting, we will work with you to agree a way forward, the outcomes may include:

- to formally monitor your progress for a specified period of time. In this case an action plan will be agreed with you, outlining any steps which you will need to take and/or any support to be provided to you to address the concern identified. Regular review meetings with you will be arranged with a nominated member of staff (to ensure that the action plan is being appropriately followed and/or that reasonable support to enable you to study effectively is being provided) and you will also be informed of the consequences of any breaches of the action plan, which will normally involve your fitness to study being considered at stage 3;
- to recommend part-time study (where appropriate and available) or that special academic arrangements be put in place;
- with your consent, to agree that you intermit from your studies for a mutually agreed period.

5.17 A possible outcome following a Support to Study meeting could be that your case be referred to the Head of Student Wellbeing and Inclusivity for consideration under stage 3 of this procedure. This will only be appropriate in the most serious of cases where for example evidence of a serious risk to either the health and safety of you or others has been identified, and it is thought that requiring you to intermit from your studies or being permanently withdrawn may be the appropriate course of action.

5.18 If you decide not to attend the Support to Study meeting, we may make a decision in your absence about your capability to study based on the information we have available to us and any presenting risks.

5.19 Following your attendance/non-attendance, you will receive a concise record of the meeting within 7 working days from the date of the meeting.

Stage 3 - Serious or Continuing Concerns

5.20 If the risks associated with your actions remain a cause for concern and have not been reduced to an appropriate level through stage 2 of this procedure, the Head of Student Wellbeing and Inclusivity may call a Serious or Continuing Concerns meeting under stage 3.

5.21 We use Stage 3 of the procedure where either:

- A stage 2 Support to Study Meeting (including action plan) has not sufficiently addressed the concerns we have about your health or wellbeing; or,
- You have chosen not to or have been unable to engage with the support offered or complete the action plan, within an appropriate timeframe; or,
- The concerns we have about your health or wellbeing or the health and wellbeing of others are more serious or have escalated and we need to discuss your overall fitness to study; or,
- You have been temporarily suspended from your studies (see [section 3](#)) and we need to meet to make a decision about your overall fitness to study.

[Appendix 2](#) provides example scenarios of what may trigger a stage as part of this procedure.

[Appendix 5](#) provides a stage 3 template letter for reference.

- 5.22 We will write to you via email (to your University email address) to invite you to a meeting normally providing 7 days' notice where we will inform you of the purpose of the meeting and share the name of the Chair and other staff members involved. You will be provided with any documents to be considered at the meeting and are required to provide any documentation that you may wish staff attending to consider within 48 hours prior to the meeting. We will record details of what we discuss.
- 5.23 You may bring a representative to accompany you, such as a fellow student, a member of staff, disability advisor or member of [SU Advice](#) who may take notes on your behalf, make representations on your behalf but may not answer questions on your behalf.
- 5.24 The Serious or Continuing Concerns meeting will consist of at least 3 members of staff representing your Academic Department/School and Professional Services. The panel may include the following staff or their nominee:
- An academic representative such as the Faculty Dean Undergraduate or Faculty Dean Postgraduate or other senior academic (who will usually Chair the meeting);
 - Relevant senior staff from the Student Wellbeing and Inclusivity Service;
 - Head of Department/School;
 - Personal tutor;
 - A member of staff from the Student Wellbeing and Inclusivity Service, such as a Wellbeing Adviser or Accessibility and Wellbeing Adviser, acting in an advisory capacity and not as an advocate for you;
 - The Director of Estates and Campus Services, if you live in University accommodation and/or if some of the concerns relate to behaviour in University accommodation;
 - Representative(s) from any other University department(s) which are relevant to the case;
 - An Administrative Assistant from the Student Wellbeing and Inclusivity Team (who will take notes)
- 5.25 Where it is deemed necessary, we may also invite relevant external parties or agencies to the meeting.
- 5.26 A Serious or Continuing Concerns meeting will consider all the relevant information available regarding your studies and conduct, to enable an assessment of risk to take place and to assess your capability to study at that time.

[Appendix 6](#) outlines the provisions for conducting a stage 3 meeting as part of this policy.

What happens at a Serious or Continuing Concerns Meeting?

- 5.27 The Serious or Continuing Concerns meeting will consider the evidence available, including your perception of these concerns and whether you have been able to comply with any previously agreed action plans that have been in place as a result of stage 2. It will also consider whether any further action plans could be agreed to enable you to continue with your studies at the present time.
- 5.28 You will have the opportunity to give us your own description of the situation and your views about the best way forward, and you can share with us what your preferred outcome from the meeting is. We will want to hear about your ability and willingness to engage in support, whether from the University or externally.
- 5.29 As well as hearing from you, we may obtain additional information from an expert, such as a registered health or social work practitioner, if appropriate. This could include a letter from your GP, or a report from a clinical psychiatrist, psychologist, or an occupational health specialist. The University will make decisions based on the full range of information and will not act upon the specific opinions or recommendations of any single professional. Any information received to inform this decision is treated with sensitivity and confidentiality and is disclosed only to those who need to see it to reach a decision.
- 5.30 Once all the evidence has been presented, you will be asked to leave the meeting while the circumstances are considered by the panel. We will try to provide you with the decision or recommendation of the stage 3 Serious or Continuing Concerns meeting in person on the day, but, where this is not possible, we will write to you within 7 days of the meeting. If you have been advised of the decision at the meeting, you will receive written confirmation within 7 days of the meeting. This will set out how you can appeal against the decision if you wish to.

5.31 If you do not attend a stage 3 Serious or Continuing Concerns meeting, we will make a decision about your capability to study in your absence and based on the information we have available to us. You will be sent a copy of the notes of the meeting within 7 working days.

Likely outcomes following a Serious or Continuing Concerns Meeting

- 5.32 The panel will consider all reasonable options to continue with your studies. There are 3 possible outcomes from a stage 3 Serious or Continuing Concerns Meeting as shown below.
- 5.33 **Outcome 1** – An existing action plan is adapted or a new one developed to support your ongoing studies. A review meeting will be scheduled, and the case will be reviewed using the stage 2 Support to Study meeting arrangements in an agreed timescale.
- 5.34 **Outcome 2** – If the stage 3 Serious or Continuing Concerns meeting determines that the risks presented are too high, the panel may decide that you are not permitted to continue your studies at that time. In reaching the decision, the panel will consider the risk of harm or other serious consequence to yourself or others and will recommend to the Academic Registrar (or nominee) that you be required to intermit.
- 5.35 If the Academic Registrar agrees that you should be required to intermit, the decision will include the duration of the period of the intermission.
- 5.36 It is important that you understand the implications of taking a period of intermission. It is recommended that you speak to the Student Wellbeing and Inclusivity Service about some of the [practical things you will need to consider](#).
- 5.37 When we write to you about your period of intermission, we will explain the process you can use to request to return to study (see [section 6](#)). If you do not request to return to study, and do not respond to communications by the given deadline, you will be withdrawn from your programme of study. This does not mean you cannot apply to study at the University again in the future.
- In the same letter we will let you know the support you can access, which will include a meeting invite to meet with the [Student Wellbeing and Inclusivity Service](#) who can help you transition after a period of intermission and also provide support should you later plan to return to study.
- 5.38 **Outcome 3** – At the stage 3 meeting, it is determined by the panel that the risk is too high and there is no clear indication that the risks are likely to improve, the panel may recommend to the Academic Registrar that you be permanently withdrawn from the University.

6. Returning to study after a period of intermission

- 6.1 At all times it is the University's preference that you are enabled to return to studies and to achieve the best of your ability without detriment to your safety or wellbeing or that of those around you.
- 6.2 If you have, as a result of the provisions in this procedure, taken (or been required to take) a period of intermission, we want you to be able to return to your studies at the right time for you without prejudice.
- 6.3 At the earliest possible time when considering your return to study you should engage with the Student Wellbeing and Inclusivity Service to ensure that support is in place for your return. You should also discuss your plans with your Personal Tutor or equivalent and take due regard of the [practical things you need to consider](#) about returning after a period of intermission.

What you need to do

- 6.4 You must provide us with at least 6 weeks' notice, if you want to request to return to study. When you have been required to intermit under this policy, we will work with you to assess your fitness to

resume study in addition to the steps outlined in the University's guidance on Returning from Intermission.

- 6.5 Upon hearing from you, we will work with you to assess your fitness to resume study which could include:
- We will send you a short form to complete, providing more information about the request;
 - If relevant, you could send evidence like a letter from a registered health professional, social worker, law enforcement professional or anyone else who has been supporting you professionally;
 - We might ask you to provide a short statement (usually around 500 words but certainly no more than 1,000), explaining why you want to return and any support you might need;
 - We may arrange a meeting to discuss your potential return or we may liaise with you over email/telephone/videoconference to collate relevant information and involve relevant colleagues as appropriate.

What we will do

- 6.6 If the issues related to living in University-managed accommodation rather than an academic context, the Head of Student Wellbeing and Inclusivity (or nominee) will contact the relevant medical professional for an assessment of your ability to live independently and look after and care for yourself, drawing attention to the abilities and skills needed by a student to living successfully in university accommodation.
- 6.7 Having reviewed the relevant information, the Dean of the relevant Faculty and/or Academic Registrar (or nominee) makes the decision about your request. The outcomes will usually be either:
- You return to study; or
 - Your period of intermission is extended (for example if we do not have enough information on your case or are not content that the previous concerns or risks have been sufficiently resolved); or
 - In some cases, we may decide that the conditions of returning to study are not met, therefore you will not be permitted to re-enrol and may be permanently withdrawn.

7. Appeals

- 7.1 You may appeal against a decision to intermit or withdraw you made at a Serious and Continuing Concerns meeting under stage 3 of this procedure. And you must do so in writing to the University Registrar and Secretary via fitnesstostudy@essex.ac.uk within 5 working days of the date of the official notification of a decision. You must set out your grounds for appeal and send with it all supporting evidence. In choosing to appeal, you are strongly encouraged to contact [SU Advice](#) for advice and guidance.
- 7.2 The appeals procedure is not a means of setting aside professional judgements of university staff with respect to your wellbeing in accordance with this policy. You may submit an appeal on the following grounds:
- There is new evidence which for good reason, you were unable to provide at the time that the decision was taken and consequently the action taken is disproportionate under the Study and Wellbeing Intervention Policy.
- 7.3 Upon receipt of your appeal, the Registrar and Secretary (or nominee in their absence) will carry out an urgent assessment to decide whether or not the grounds set out in your appeal have met the published criteria.
- 7.4 If the appeal has not met the published criteria and is unsuccessful, you will be notified of the reasons for this in writing in the form of a Completion of Procedures letter and will be deemed to have completed the University's internal procedures.
- 7.5 You can refer your case, within 12 months of the date of this letter, to the Office of the Independent Adjudicator (OIA) if you remain dis-satisfied.

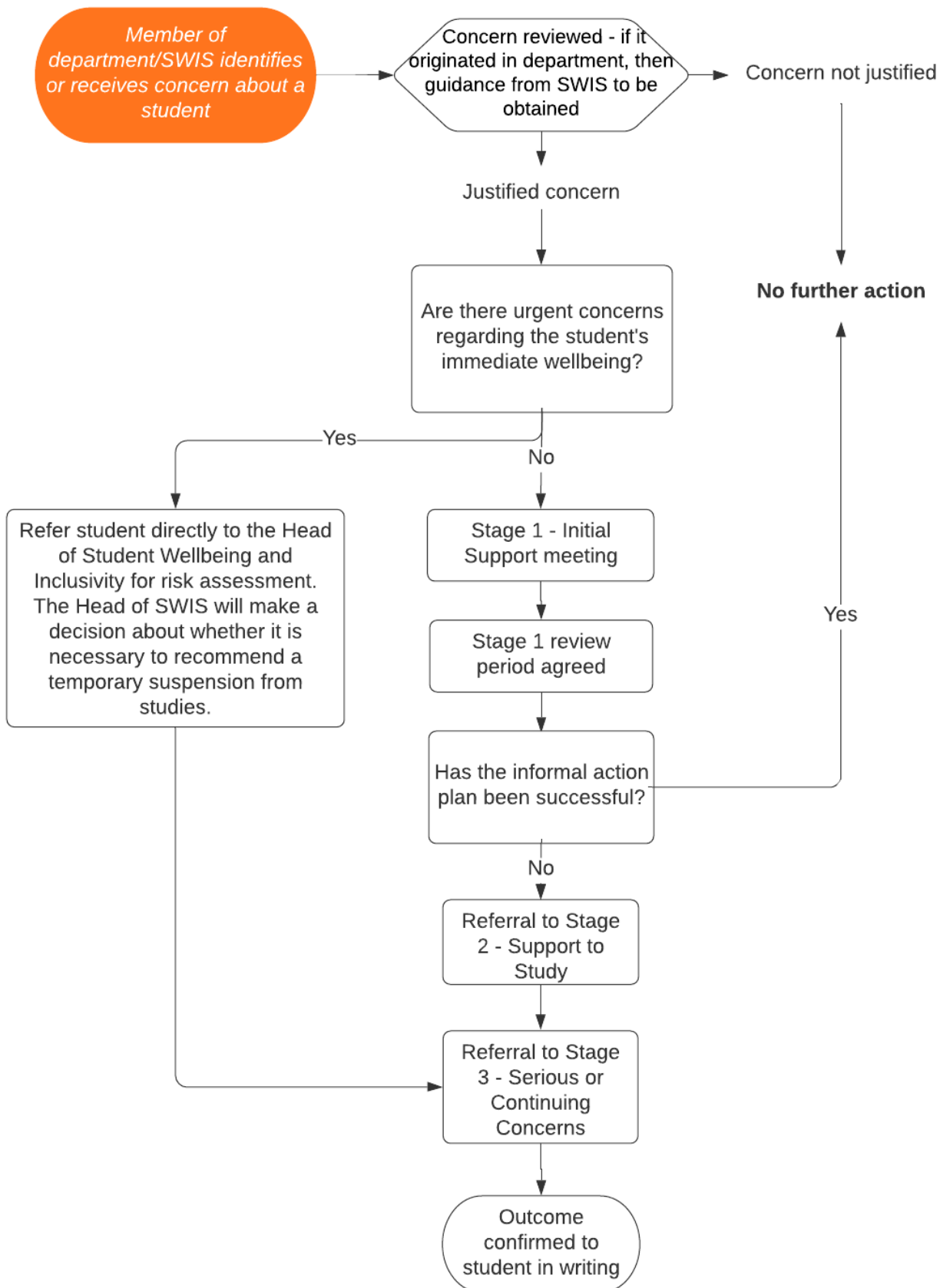
- 7.6 Where the Registrar and Secretary (or nominee in their absence) determines the grounds for appeal have met the published criteria they will refer the case to a new Stage 3 Serious and Continuing Concerns meeting and wherever possible, appoint a Chair with no prior involvement in your case for review.
- 7.7 You will be informed of the Registrar and Secretary's (or nominee in their absence) decision, within 5 working days from receipt of the appeal and informed that the decision taken as a result of the original stage 3 meeting will be paused pending the outcome of a newly convened stage 3 panel.
- 7.8 You may not subsequently appeal a decision taken following reconsideration of the case at the relevant stage of this policy and will be deemed to have completed the University's internal procedures. You will be issued with a Completion of Procedures letter to refer your case to the Office of the Independent Adjudicator if you remain dissatisfied.

External Review

- 7.9 The Office of the Independent Adjudicator for Higher Education (OIA) provides an independent scheme for the review of student complaints or appeals. When the University's internal procedures for dealing with complaints and appeals have been exhausted, the University will issue a Completion of Procedures letter. If you wish to avail yourself of the opportunity of an independent review by the OIA you must submit your application to the OIA within 12 months of the issue of the Completion of Procedures letter. Full details of the scheme are available on request and will be enclosed with the Completion of Procedures letter.

Appendices

Appendix 1 – Study and Wellbeing Intervention Policy flowchart



Appendix 2 – How the University assesses risk

This section explains how we assess risk in order to decide if a concern is “low”, “medium” or “high” risk. When we refer to risk, we mean the risk of a student becoming unwell or coming to harm and/or the risk of other students or members of staff becoming unwell or coming to harm.

We assess each cause for concern about a student on a case-by-case basis, with individual circumstances taken into consideration before deciding on a course of action. Illustrative examples on how the University would assess certain types of scenario in terms of risk are below. The considerations when assessing risk are as follows (this is not an exhaustive list):

- Can the student reassure us of their ability to keep themselves safe? Is there evidence of this?
- Are any other people (students, staff, housemates, etc.) at risk of harm?
- Is the student accepting help and support?
- Can we overcome the concern(s) with adjustments and an action plan?
- Will the student agree to, and engage in, an action plan?
- Does that action plan sufficiently mitigate the risks of the student or others coming to harm?
- Is the student likely to fail the year?
- How has the student behaved previously when concerns have arisen (if applicable)?

Nature of concern	Risk level and meeting
Student is not engaging with their academic programme , e.g. has low attendance at sessions and is missing deadlines; student describes low mood	Low risk; ISM
Any concerns identified and discussed at an Initial Support Meeting are not satisfactorily resolved within a reasonable timeframe and additional help is required from support services/external organisations	Medium risk; SSM
Student is experiencing vulnerability, such as suicidal ideation or an eating disorder and is voicing this to support teams or having been the recent victim of a crime, such as sexual assault; the student assures the University of their ability to stay safe and demonstrates that they are actively seeking help (from external services and/or disability and/or mental health advisors)	Medium risk; SSM
Any concerns identified and discussed at a Support to Study Meeting are not satisfactorily resolved within a reasonable timeframe and additional help is required from support services/external organisations	High risk; SCC
Student is self-harming or voicing strong suicidal intent. Student may be relying on considerable support from flat mates , affecting the health of their flat mates	High risk; SCC
Student is aggressive towards their house/course mates or staff as a result of their mental health, and/or causing a level of self-neglect to themselves and/or their environment, affecting others	High risk; SCC
Student is experiencing serious vulnerability (such as suicidal ideation with access to means, or a serious eating disorder) and is unable to assure staff of ability to keep themselves safe/does not demonstrate help-seeking behaviour	High risk; SCC
Student is experiencing psychosis and this impacts upon their ability to function (including study), including presenting risk of harm to self or others , and requires secondary mental health care	High risk; SCC
Student has been discharged from Emergency Department following a suicide attempt or serious self-harm	High risk; SCC

*ISM (Initial Support Meeting); SSM (Support to Study Meeting); SCC (Serious or Continuing Concerns Meeting)

Appendix 3 – Stage 1 Template Letter

Dear

Student Name:

Student PRiD:

I am writing to inform you that an Initial Support Meeting is being drawn together to discuss the concerns that have been raised about your health or wellbeing and/or the wellbeing of the people around you as a result of your actions and/or behaviour in line with Stage 1 of the University's Study and Wellbeing Intervention Policy and Procedure.

The purpose of a stage 1, Initial Support Meeting is to identify what you and we need to do to help you to continue to study effectively when there are concerns.

[Insert meeting details including the staff attending]

Please can you reply to confirm your attendance at this meeting.

If you do not attend this meeting, do not engage with support or if concerns cannot be addressed through the informal route of stage 1, you may be informed that more formal action under Stage 2 of this policy and procedure may be considered appropriate.

I enclose a copy of the University's Study and Wellbeing Intervention Policy and Procedure for reference.

For further guidance about next steps, we would recommend contacting the Students Union Advice Centre by email at suadvice@essex.ac.uk or the Student Wellbeing and Inclusivity Service by email at wellbe@essex.ac.uk

Yours Sincerely

Appendix 4 – Stage 2 Template Letter

Dear

Student Name:

Student PRiD:

I am writing to inform you that a Support to Study Meeting is being drawn together to discuss the unresolved concerns that have been raised about your health or wellbeing and/or the wellbeing of the people around you as a result of your actions and/or behaviour in line with Stage 2 of the University's Study and Wellbeing Intervention Policy and Procedure.

The purpose of a stage 2 Support to Study Meeting will be:

- to make you aware of the nature of the concerns that have been raised;
- to hear and consider your views and to identify what support needs are present;
- to agree the best way to proceed and to map out a supportive plan;
- to ensure that you are fully aware of the possible outcomes if risk remains.

[Insert meeting details – including the Chair and other members of staff]

Please can you reply to confirm your attendance at this meeting.

You will be provided with any documents which will be considered and are required to provide any documentation that you may wish staff attending to consider within 48 hours prior to the meeting.

You may bring a representative to accompany you, such as a fellow student, a member of staff, disability advisor or member of [SU Advice](#) who may take notes on your behalf, make representations on your behalf but may not answer questions on your behalf.

If you decide not to attend the Support to Study meeting, we may decide in your absence about your capability to study based on the information we have available to us and any presenting risks.

I enclose a copy of the University's Study and Wellbeing Intervention Policy and Procedure for reference.

For further guidance about next steps, we would recommend contacting the Students Union Advice Centre by email at suadvice@essex.ac.uk or the Student Wellbeing and Inclusivity Service by email at wellbe@essex.ac.uk

Yours Sincerely

Appendix 5 – Stage 3 Template Letter

Dear

Student Name:

Student PRiD:

I am writing to inform you that a Serious or Continuing Concerns Meeting is being drawn together to discuss your overall fitness to study and to determine the next steps in line with Stage 3 of the University's Study and Wellbeing Intervention Policy and Procedure.

A Stage 3 meeting is convened where either:

- A stage 2 Support to Study Meeting (including action plan) has not sufficiently addressed the concerns we have about your health or wellbeing; or,
- You have chosen not to or have been unable to engage with the support offered or complete the action plan, within an appropriate timeframe; or,
- The concerns we have about your health or wellbeing or the health and wellbeing of others are more serious or have escalated and we need to discuss your overall fitness to study; or,
- You have been temporarily suspended from your studies (see [section 3](#)) and we need to meet to make a decision about your overall fitness to study.

[Insert meeting details – including the Chair and other members of staff]

Please can you reply to confirm your attendance at this meeting.

You will be provided with any documents which will be considered and are required to provide any documentation that you may wish staff attending to consider within 48 hours prior to the meeting.

You may bring a representative to accompany you, such as a fellow student, a member of staff, disability advisor or member of [SU Advice](#) who may take notes on your behalf, make representations on your behalf but may not answer questions on your behalf.

If you do not attend a stage 3 Serious or Continuing Concerns meeting, we will make a decision about your capability to study in your absence and based on the information we have available to us.

Please be aware that one of the potential outcomes from a Stage 3 meeting is that the panel may recommend to the Academic Registrar (or nominee) that you be required to intermit or that you are permanently withdrawn from the University. I enclose a copy of the University's Study and Wellbeing Intervention Policy and Procedure for reference.

For further guidance about next steps, we would recommend contacting the Students Union Advice Centre by email at suadvice@essex.ac.uk or the Student Wellbeing and Inclusivity Service by email at wellbe@essex.ac.uk

Yours Sincerely

Appendix 6 – Provisions for conducting meetings at Stage 2 and 3 of the Study and Wellbeing Intervention Policy

Meeting process

The meeting itself should follow the below structure. If, for whatever reason, these arrangements become impracticable, the Chair has the discretion to vary them provided this does not put the student at a disadvantage:

- The Chair will welcome the Panel Members and ask them to confirm that they have no conflict of interest with the case. If any Panel Member confirms a conflict the Chair will ask them to withdraw from the meeting.
- The Student and their Supporter (if attending) will then join the meeting
- The Chair will introduce by name and explain the functions of the members of the Panel.
- The Chair will explain the purpose of the meeting and the actions that the Panel can take, as outlined within this procedure.
- The Chair will present the concern that initiated the panel.
- The Chair will invite the student or their supporter to make a statement and refer to any documentation that they wished to be considered.
- Members of the Panel will be invited to discuss the situation with the student, asking open and positive questions to clarify points to gain the fullest picture of the current circumstances.
- At each stage the Chair has discretion to allow questioning by all the members of the panel to each other to create a supportive dialogue that clarifies all matters.
- Once the Chair is satisfied that the Panel has completed their questioning and that the Student has had a reasonable opportunity to convey information to the Panel, the Student and their Supporter (if attending) will withdraw.
- The Panel will then discuss the case with a view to making a decision as per the defined outcomes for both stage 2 and stage 3 detailed within this policy. Once the panel has concluded their discussions, they will invite the Student and their Supporter back into the meeting to outline the actions to be taken.
- If for any reason the panel requires further clarification on any aspect of the case, the Chair will invite the Student and their Supporter (if attending) back into the meeting while the questioning takes place. When the Chair so determine, they will then leave the meeting again.
- The decision of the Stage 2 or Stage 3 meeting including a record of the meeting must be sent in writing to the student within ten working days of the meeting with a copy kept on the student's record.

Consideration will be given to requests for reasonable adjustments to the process. At any point the chair may adjourn the meeting if they believe that this is a useful and appropriate action.

Records of the meeting

Whilst notes will be taken to capture the key points of discussion, a verbatim record will not be made. The student will be provided with a copy of the notes of the meeting which they attended/were eligible to attend. This must be sent to the student within ten working days of the meeting.

Appendix 7 – Action Plan template and example

This includes examples, which are fictional and based on a student named 'Amelia'

Aim	Actions	Who is responsible for this action	Deadline
<i>For Amelia's mental health to improve</i>	<i>Contact GP for support and to discuss medication review</i>	<i>Amelia</i>	<i>Within 5 days of date of meeting</i>
<i>As above</i>	<i>Contact the Student Wellbeing and Inclusivity Service to start application for Disabled Students' Allowance</i>	<i>Amelia</i>	<i>Within 5 days of date of meeting</i>
<i>To review progress against the action plan</i>	<i>Arrange follow-up Support to Study Meeting to review this action plan</i>	<i>Department/School Manager</i>	<i>Meeting to be arranged 3 weeks after first meeting</i>
<i>To enable Amelia's academic success</i>	<i>Amelia and Personal Tutor to meet to discuss coursework deadline</i>	<i>Personal Tutor to let Amelia know availability for 1-1 tutorial</i>	<i>Within 7 days of date of meeting</i>