

Study and Wellbeing Intervention Policy and Procedure

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Important notes: The Voice Study Centre is an Associate College of Essex VSC, and our processes are consistent with the VSC of Essex.

1. Introduction

- 1.1 As a student from the VSC of Essex (UoE), we (the VSC) want you (our students) to be reassured about the VSC'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 VSC 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 VSC (Voice Study Centre) 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 when continuing to study may have a detrimental effect on you and your health. At times like this, where your health and wellbeing is the main consideration, VSC may use this procedure 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 where 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 VSC 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 VSC.
- 1.6 There are 3 stages within this procedure and the corresponding meetings are outlined below:
 - **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 VSC;
 - **Return to Study** this is the meeting we may hold when you have requested to return following a period of intermission.

- 1.7 This procedure applies to all students registered on the MA Voice Pedagogy
- 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 Support](#) to identify any reasonable adjustments which can be made to support your engagement.

A summary flowchart of the full procedure 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 VSC 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.
 - 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 VSC 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 the relevant programmes 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 Support.

The Student Support Service will assess risk, as appropriate to the presenting circumstances, to determine which stage may be triggered as part of this procedure.

Links to other policies

- 2.4 In order to safeguard and promote a safe culture across the VSC community and to enable our students to realise their full potential in a safe, healthy and inclusive environment, all students at the VSC 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 or may run concurrently. Where there is a concern and it is deemed that disciplinary action may not be appropriate at that time, the Head of Student Support (or nominee) will consider the case and, where appropriate, refer the case to the Managing Director (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 VSC 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 of health or wellbeing issues emerge.
- 2.6 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 from studies is made by the Managing Director (or nominee in their absence) following an assessment of risk.
- 3.2 An assessment of risk will be undertaken by the Head of Student Support (or nominee). The Head of Student Support may 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 Support may make a formal recommendation to the Managing Director 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 Support and where circumstances change the risk assessment and temporary suspension will be reviewed every 4 weeks.
- 3.4 If the Managing Director 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 Managing Director 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.

4. Data protection and confidentiality

- 4.1 The VSC complies with data protection legalization through the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (together, UK GDPR). We ensure that all personal information is used fairly, lawfully, and transparently, used for specified, explicit purposes, used in a way that is adequate, relevant and limited only to what is necessary, accurate, kept for no longer than is necessary, and handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage.
- 4.2 We use a number of lawful databases to process and share students' personal data, including special category data (for example, data about your health, ethnic background, race, religion, or sex life or orientation), in order to achieve the purposes described in this policy. These lawful bases are explained in our [Student Privacy Notice](#).

- 4.3 Within the VSC, access to information about students is restricted to those who need it in order to carry out their roles, including being able to use this policy.

There are also a number of ways we may share your data externally. These are outlined in the [Student Privacy Notice](#). We would normally obtain your agreement to share your data.

- 4.4 Personal information obtained under this policy with relevant professionals outside the VSC who are not listed in the Privacy Notice may be shared with your agreement; however, if there is a significant risk of harm to yourself or others, or if we are required by law to share your data, your personal information may be shared using an alternative lawful basis, depending on the circumstances (for example but limited to, vital interests, legitimate interests or legal obligation, employment, social security and social protection). In these exceptional circumstances, you will be told what information has been shared and with whom.
- 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. However, it should be noted that there may be exceptional circumstances, such as when we consider it essential for your safety, and it is believed that this action will prevent risk of death or serious harm, when we will consider contacting your next of kin without your consent.

Representations and Support

- 4.6 If you or the VSC 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 Student Support. You can also talk to [SU Advice](#) which is part of the VSC 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 member of staff, 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 VSC 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.
- 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 VSC 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 team, Student Support advisor, a member of the Senior Management team or relevant nominees.
- 5.4 You will normally be given at least 3 working 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 VSC or available outside the VSC. 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 3](#) 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 Support 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 Study and Wellbeing Intervention Manager of their concern(s). The Study and Wellbeing Intervention Manager will then take steps to gain an understanding of relevant facts.
- 5.11 We will write to you via email (to your VSC 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 working days' notice and will also be provided with any documents which will be considered, and you will be asked to provide any documentation that you may wish staff attending to consider within a minimum of 2 working days prior to the meeting.

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](#) 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:

- Head of Student Support, Student advisor, Senior Management team member (or appropriate nominee) A member of staff from the Student Support 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 member of staff, 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 until the concerns are resolved. 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.

If the action plan has been successful in addressing the concerns, you will be informed via email that the formal procedure has concluded, and you can continue to access support from STUDENT SUPPORT.

- to recommend that special academic arrangements or other reasonable adjustments 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 Study and Wellbeing Intervention Manager 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 request you provide us with notice as soon as possible.
- 5.19 We may make a decision in your absence to reschedule the Stage 2 meeting or escalate you straight to Stage 3, depending on the circumstances and information available.
- 5.20 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

- 5.21 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 Study and Wellbeing Intervention Manager may call a Serious or Continuing Concerns meeting under Stage 3.
- 5.22 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.
- 5.23 We will write to you via email (to your VSC email address) to invite you to a meeting normally providing at least 7 working 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 as part of the Panel. 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 a minimum of 2 working days prior to the meeting. We will record details of what we discuss.
- 5.24 You may bring a representative to accompany you, such as a member of staff, 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.
- 5.25 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
 - Member of the Senior Management team

- Other senior academic (who will usually Chair the meeting);
- Relevant senior staff from the Student Support Service;

5.26 Where it is deemed necessary, we may also invite relevant external parties or agencies to the meeting.

5.27 A Serious or Continuing Concerns meeting will consider all the relevant information available regarding your health and wellbeing, to enable an assessment of risk to take place and to assess your capability to study at that time.

[Appendix 2](#) outlines the provisions for conducting a Stage 3 meeting as part of this policy.

What happens at a Serious or Continuing Concerns Meeting?

5.28 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.

5.29 You will have the opportunity to share your thoughts and wishes 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 that be from the VSC or via statutory services.

5.30 As well as hearing from you, we will require you to obtain additional information from a medical professional, 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, or other medical professional. The VSC 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. We will assist you to obtain the additional information if necessary.

5.31 The additional information will need to demonstrate your fitness to study and live independently within the VSC community, and evidence the support you are accessing for your health and wellbeing.

5.32 A Stage 3 Serious or Continuing Concerns meeting may be adjourned pending medical evidence that may assist the Panel in reaching a decision. The meeting will be rescheduled once appropriate medical evidence has been received.

5.33 Regardless of the circumstances that have led to Stage 3, if your circumstances have had a severe impact on your academic studies, meaning that intermission is the only reasonable option to support you to continue studying when you are fit to do so, you may be intermitted for a period of time. The intermission decision and the reasons for this decision will be communicated to you.

5.34 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 working days of the meeting. If you have been advised of the decision at the meeting, you will receive written confirmation within 7 working days of the meeting. This will set out how you can appeal against the decision if you wish to.

- 5.35 If you do not attend a Stage 3 Serious or Continuing Concerns meeting, we will make a decision about your ability 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, if it was held in your absence, within 7 working days.

Likely outcomes following a Serious or Continuing Concerns Meeting

- 5.36 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.
- 5.37 **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. The timescale of the Stage 2 action plan will be determined by the Panel. If the action plan has been followed and the concerns have been addressed after the determined review period, you will be informed via email that the formal procedure has concluded.
- 5.38 **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 Managing Director (or nominee) that you be required to intermit. If you choose to voluntarily intermit whilst undergoing the Stage 3 procedure, the Stage 3 Panel will proceed even if only to ratify your choice.
- 5.39 If the Managing Director agrees that you should be required to intermit, the decision will include the duration of the period of the intermission.
- 5.40 It is important that you understand the implications of taking a period of intermission. It is recommended that you speak to the Student Support Service about some of the [practical things you will need to consider](#).
- 5.41 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 7](#)). 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 VSC again in the future.
- In the same letter we will let you know the support you can access (see [section 6](#)).
- 5.42 **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 Managing Director that you be permanently withdrawn from the VSC.

6. Support available to you from the VSC whilst you are taking a break from your studies (intermission)

- 6.1 Once approval for intermission has been given, your registration status will be changed from full-time to partial registration, which means that you will no longer be entitled to attend tuition.
- 6.2 Whilst you are on intermission, you will still have access to support from your named point of contact within Student Support, if you wish. Student Support can signpost you to some of the support services available to you which are external to the VSC and try to answer questions you might have.
- 6.3 You may still access the [VSC Counselling Service](#) whilst you are on a period of intermission.
- 6.4 You will have access to your VSC email address whilst on intermission, and we will use this to keep in touch with you.
- 6.5 You should familiarise yourself with the [information and guidance about intermission](#) available on the Student Hub. Your contact in Student Support can help if you have any questions.
- 6.6 If you are a Sponsored student on a Student Visa, we strongly advise you to read the important information about [what intermission will mean for you](#).
- 6.7 We strongly encourage and advise you to access support for your health and wellbeing via external statutory, or other, support services, whilst you are on intermission. Your engagement with statutory services including your GP will be beneficial for you when it approaches your return to study date and collation of medical evidence which demonstrates your fitness to resume studies.
- 6.8 When you feel ready to return from intermission you should look at the information on the Student Hub about [returning from intermission](#) and speak to your Student Support contact for advice.

Support available following your withdrawal as a student

- 6.9 If you have been withdrawn from the VSC, you will no longer be a student at the VSC and Student Support will not be able to provide ongoing support. However, Student Support will offer to meet with you to support your transition out of VSC. If you take up the offer of short-term transition support, Student Support will help you to establish any steps needed to secure ongoing support from statutory services and offer practical help if we can. Student Support will also assist you in identifying any relevant and helpful resources within the community.

Information sharing with your emergency contact

- 6.10 In all cases of intermission or withdrawal from VSC, we strongly encourage you to inform your emergency contact or next of kin.
- 6.11 In some circumstances, we may inform, or support you to inform, your listed emergency contact or next of kin regarding your period of intermission if you have not done so

yourself. This will be based on the presenting risks to yourself and others, where it is determined that family support will be of benefit to you whilst on a period of intermission.

- 6.12 If you have been withdrawn from the VSC and it is deemed that you are at risk to yourself or to others, the VSC may inform your listed emergency contact or next of kin of the withdrawal.

7. Returning to study after a period of intermission

- 7.1 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.
- 7.2 At the earliest possible time when considering your return to study you should inform the Student Support Service, to ensure that the necessary support is in place for your return. You should also discuss your plans with your Personal Tutor and take due regard of the [practical things you need to consider](#) about returning after a period of intermission.

What you need to do

- 7.3 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 VSC's guidance on Returning from Intermission.
- 7.4 Upon hearing from you, we will work with you to assess your fitness to resume study which could include:
- We will send you via email a short form to complete, providing more information about your request to return to study;
 - You will be requested to send detailed medical evidence, such as a letter from a registered health professional, social worker, law enforcement professional or anyone else who has been supporting you professionally;
 - 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

- 7.5 In addition to requesting detailed medical evidence demonstrating your fitness to return to study, if the issues related to living in VSC-managed accommodation rather than an academic context, the Head of Student Support (or nominee) will contact the relevant medical professional for an assessment of your ability to live independently and look after and care for yourself within VSC accommodation.
- 7.6 Having reviewed the relevant information, the Dean of the relevant Faculty and/or Managing Director (or nominee) makes the decision about your request, following a recommendation from the Head of Student Support (or nominee). 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.

8. Appeals

8.1 You may appeal against a decision to intermit or withdraw you following a Stage 3 Serious and Continuing Concerns. You must do so in writing to the VSC Registrar and Secretary via tracy@voicestudycentre within 5 working days of the date of the official notification of 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.

8.2 The appeals procedure is not a means of setting aside professional judgments of VSC 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.

8.3 Upon receipt of your appeal, the Managing Director (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.

8.4 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 VSC's internal procedures. You may then complain to the university when VSC internal complaints procedure has been exhausted.

8.5 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 dissatisfied.

Office of the Independent Adjudicator: <https://www.oiahe.org.uk/>

8.6 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.

8.7 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.

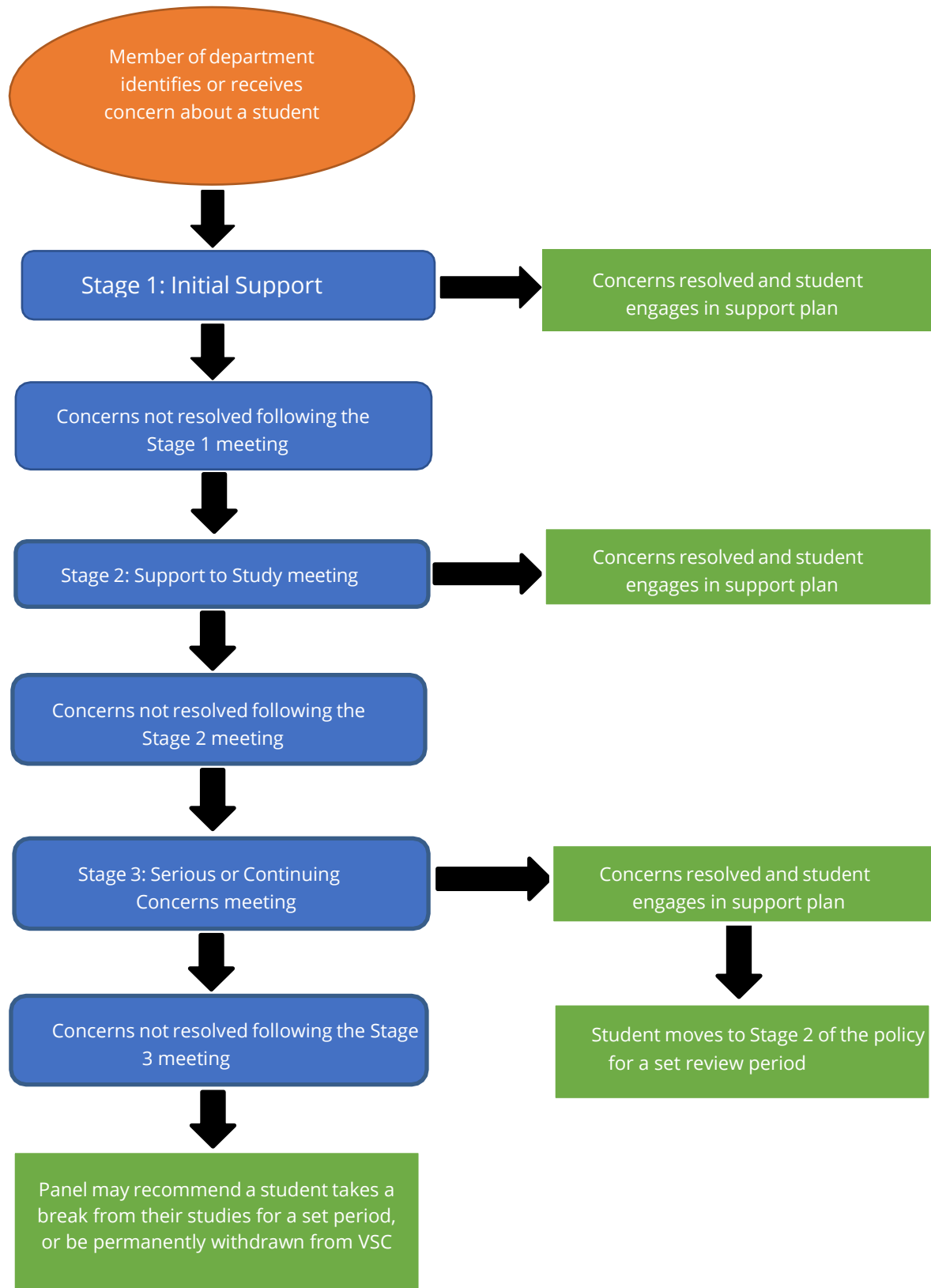
- 8.8 You may not subsequently appeal a decision taken following reconsideration of the case at the relevant stage of this policy and will be deemed to have completed the VSC's internal procedures. You will be issued with a Completion of Procedures letter to refer your case to the Office of the Independent Adjudicator if you remain dissatisfied.

External Review

- 8.9 The Office of the Independent Adjudicator for Higher Education (OIA) provides an independent scheme for the review of student complaints or appeals. When the VSC's internal procedures for dealing with complaints and appeals have been exhausted, the VSC 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 – Provisions for conducting meetings at Stage 2 and Stage 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.
- The Student and their Representative (if attending) will then join the meeting
- The Chair will ask the Panel to introduce themselves by name and their role.
- The Chair will advise on the below:
 - Attendees in a confidential and comfortable space
 - Remain on mute unless invited to speak
 - Recognise that the meeting may be difficult/distressing for the student. A brief pause can be requested.
- 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/s that initiated the meeting.
- The Chair will invite the Student or their Representative 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 Representative 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 Representative 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 Representative back into the meeting while the questioning takes place. When the Chair so determines, they will then leave the meeting again.
- The decision, once reached, of the Stage 2 or Stage 3 meeting including a record of the meeting must be sent in writing to the student within seven working days of the meeting with a copy kept on the student's record.
- Should the Panel require additional information on any aspect of the case to reach a decision, the Chair will inform the Student and their Representative of this with any necessary follow up being scheduled.

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 7 working days of the meeting.

Appendix 3 – Action Plan template and example

Aims:

- For [NAME] mental health to improve.
- To enable [NAME] to achieve their full potential in their studies.

ACTION PLAN			
Aim	Action EXAMPLES BELOW	Who is responsible for this action	By When
To provide pastoral, and academic support.	<ul style="list-style-type: none"> • To have scheduled meetings with the student every 2 weeks. • To guide the student on plans catching up with lessons and deadlines missed. 	Department / Personal Tutor	Fortnightly - Starting [DATE]
To provide wellbeing support	<ul style="list-style-type: none"> • To have fortnightly or monthly meetings with Wellbeing Adviser • Wellbeing Adviser to support with coping strategies. • Wellbeing Adviser to signpost to specialist services as appropriate. 	Wellbeing Adviser	Fortnightly or Monthly - Starting [DATE]
To improve mental health	<ul style="list-style-type: none"> • To attend the fortnightly/monthly support meetings with department • To attend the fortnightly support meetings with Wellbeing Adviser • To engage with available support from GP and mental health services, such as ... 	Student	Ongoing
To improve mental health	<ul style="list-style-type: none"> • To reach out to Wellbeing Adviser, GP or support services if/when needing support • To call 111 and choose option 2 if/when needing urgent mental health support 	Student	Ongoing
To achieve full potential	<ul style="list-style-type: none"> • To provide medical evidence regarding mental health to enable Student Support Notification to be put in place (if consenting for this to be done). 	Student	DATE
To achieve full potential	<ul style="list-style-type: none"> • To provide medical evidence and to complete Individual Exam Arrangements (IEA) form to enable IEA's to be put in place. 	Student	DATE

Progress with your support action plan will be monitored as part of the Study & Wellbeing Intervention Policy and we will liaise with you regarding a review meeting to be carried out on [DATE].

Student's Signature:	
Staff Signature:	
Date Agreed:	
Review Date:	