

APPENDIX F

The OnCampus Student Guide to the Wellbeing and Support to Study Policy and Procedure

Introduction

The Student Wellbeing and Support to Study Policy and Procedure is a supportive procedure which is designed to help our students when health-related issues cause problems. The Procedure encourages students to take an active part in the management of their health and wellbeing so they can fulfil their academic potential and make the most of their student experience. The procedure is not just about academic studies; it is also about the ability to live independently and safely whilst studying with OnCampus and to interact appropriately with others.

You may be involved in this process if a member of the OnCampus team is concerned for you, perhaps because you have been missing lessons, struggling with your studies or seem unhappy. We also welcome students letting us know if they are finding it hard to managing their health and wellbeing and would like some support.

The procedure has been designed to ensure that OnCampus has provided our students with every reasonable support to enable them to complete their studies. The procedure may also be used when **ONCAMPUS** has concerns about the impact of a student's behaviour on their own safety or the safety of others.

The information which follows provides an overview of the Student Wellbeing and Support to Study process.

The Process

There are four stages to the process shown in the diagram below. Some students will join at Stage 1 and not move beyond this stage. Other students might join at Stage 1 and progress through Stages 2, 3 and 4 depending on their individual circumstances and support needs. It is also the case that some students might join the process at Stage 2, 3 or 4.

Meetings take place at each stage of the process. They are friendly and supportive. The meetings will include relevant staff, for example a member of the pastoral team, and focus on the current issues a student is facing. The student might want to share evidence with the panel from their doctor or any professionals who are providing them with support. There will be a discussion about actions and strategies that will support the student to improve their engagement with their studies and potential results. The student will have opportunity to explain their position and answer questions which the staff might have. The staff will make recommendations for support and discuss what impact these could have with the student.

The timing of any meeting will take into account exams, assessment submissions or other academic commitments.

Stage 1	Low Risk Concerns - informal support and action planning
If a member of staff is concerned about a student, they will speak to someone from the pastoral team in their centre who will arrange to meet with the student. This is an informal session and an opportunity for the student to find out why the member of staff is worried. The student and the member of the pastoral team will agree some actions that will provide support for the student.	

Stage 2	Emerging Concerns
<p>This Stage is used when the informal support and action planning have not been successful or where there are more serious emerging concerns and risks about a student's health, wellbeing and/or behaviour and the impact this is having on their ability to progress on their course. Such concerns may include significant deterioration in health, appearance, attitude, particularly where there is an impact on attendance, missed meetings and failure to meet deadlines, succeed academically, or participate in normal student life; these may be a sign of an emerging health and wellbeing issue. In these circumstances, a student may benefit from a more structured intervention and support from the pastoral team in centre. The student will be fully involved in discussions about the actions that can be taken to provide them with support.</p>	

Stage 3	Ongoing Concerns
<p>Stage 3 of the procedure is used where there is ongoing concern following Stage 2, or when there is significant concern about a student's health, wellbeing, behaviour, safety and/or ability to study, and where a higher Stage response from the centre is required. Stage 3 usually involves other support services, perhaps from the OnCampus central team, the accommodation team or the student support team at the partner university. The student is invited to join the meeting where actions to provide further support will be discussed and agreed.</p>	

Stage 4	Serious Concerns
<p>Escalation to Stage 4 signifies real concern about the student's ability to successfully progress with their study; reasons for the concern could include the student's health, wellbeing, behaviour, safety or ability to study and cope. In most cases escalation to this Stage will follow when attempts to address concerns through Stages 1-3 have been exhausted. However, in some cases it may be appropriate to proceed directly to Stage 4.</p> <p>A Case Conference will be held to discuss whether it may be in the best interests of the student to have a break from their studies for a specific period of time, or to be withdrawn from the course.</p>	

Action under the Wellbeing and Support to Study Procedures in the event of an emergency
<p>If it is believed that there is a threat to the health and safety of the student, other students or staff, it may be that emergency action is taken which could include:</p> <ul style="list-style-type: none"> • emergency suspension in the form of an interruption from the programme of study • permanent withdrawal of the student from OnCampus • any other action considered to be appropriate and proportionate

What happens if I require Stage 4 Support?

There will be a Case Conference meeting to discuss your support. In some cases, the staff on the panel may decide that attending the Case Conference could have a negative impact on your wellbeing. In this case, you might not be invited, but will be given the opportunity to provide a written statement in advance to be considered at the meeting.

Depending on your circumstances you might be invited to meet with a medical professional, for example an independent psychiatrist or occupational health therapist. They will be engaged by OnCampus for this purpose and OnCampus will pay their fee. This be a supportive meeting where you can talk to a medical professional about your experiences. You should let us know if you cannot attend. The medical professional will write a report for the panel giving their independent clinical perspective on your health and your ability to study and live independently. They will make recommendations about the support that you might need.

Possible outcomes from the Case Conference meeting

The staff on the panel need to decide if you're able to continue or resume your studies, and what support or other actions you need to do so. There are three possible outcomes:

1. You are allowed to continue your studies, usually on the condition that you engage with a support plan or other specific recommendations from the panel.
2. You are required to suspend your studies for a period of time. This may be if you need time to be assessed by healthcare professionals. Any conditions of that suspension will be communicated to you in writing after the meeting.
3. You are required to withdraw from your course. This will only happen if the panel decide that:
 1. there are no other options that will help you
 2. your academic position is irretrievable
 3. being at university is putting your or someone else's health or life at risk.

If you are studying under a visa, suspension or withdrawal will have an impact on your visa. If this is the outcome you should get advice from the CEG Immigration and Compliance Team.

The Chairperson of the Case Conference will write to inform you of the decision made by the Panel.

What happens if action is taken under the Wellbeing and Support to Study Procedures in the event of an emergency

If senior managers in your centre think there is a threat to your health and safety or the safety of other students or staff, they may take the actions set out below:		
Emergency suspension in the form of an interruption from the programme of study	Your permanent withdrawal from OnCampus.	Any other action considered to be appropriate and proportionate
The decision to temporarily suspend and/or withdraw you from all or part of OnCampus, and the reasons why this action is being taken may be communicated verbally in the first instance. When this is the case, written confirmation outlining the reasons for this decision and notice of the right of appeal should be provided within 5 working days. The letter will include information regarding your right to request a review of this decision.		
In the case of an emergency suspension, this letter will state the criteria that you must meet for the suspension to be lifted (including provision of up to date medical evidence if relevant) and the timescales for review and return to study. The letter should also contain details of support options while you are temporarily suspended/withdrawn. Exceptionally, emergency suspension may include specific allowances, such as the permission to take an examination or to enter OnCampus premises to attend a meeting with a member of the centre senior leadership team.		

The terms of the suspension will be individual to each case and will be notified to you in advance in writing.
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The decision to temporarily suspend you will be reviewed by OnCampus at regular intervals so as to ensure that any relevant change in circumstance are considered in a timely manner.

Appealing the decision made at the Stage 4 Case Conference or Actions Taken under Emergency Circumstances

You may appeal against a decision reached at Stage 4 or against actions taken under emergency circumstances. Please note that a request for review of a decision will only be accepted if there is evidence of the following:

- a) Procedural irregularity
- b) Bias, or failure to reach a reasonable decision in handling the process
- c) Evidence of further material circumstances which could not reasonably have been expected to have been submitted for consideration by the Panel.

All relevant evidence which is to be considered must be submitted with the appeal application. **ONCAMPUS** will not gather evidence on a student's behalf.

Students should lodge any request for review by completing and submitting a submitting a Request to Review Decision of Wellbeing and Support to Study Case Conference form to studentcomplaints@oncampus.global within 10 working days of being notified of a decision at Stage 4.

The appeal will be reviewed by the Chief Academic Officer or a relevant appointed senior member of staff ("Reviewing Officer"). The Reviewing Officer may be asked to review the way the process has been handled. The Reviewing Officer will review the appeal and exercise discretion and judgement as to whether further investigation is necessary. The Reviewing Officer will acknowledge receipt of complaint within 5 working days of receipt. Indicative timescales for this stage are that a response will be sent within 4 weeks of receipt of complaint form by the Student Complaints Team. If this is not possible, an alternative timescale will be issued to the student.

What if my appeal is unsuccessful?

If your appeal is unsuccessful. You will be withdrawn from the programme of study. If studying under a visa, OnCampus will inform the relevant visa authority. Your centre team will guide and support you through the next steps which you will need to take.