



Support to Study Policy

INTRODUCTION

1. This policy relates to the management of concerns regarding a student's capacity to participate fully both academically and in life generally at New College of the Humanities (the College). The concerns are likely to arise out of a student's health and wellbeing (including, but not limited to, physical health, mental health, disabilities and caring responsibilities).
2. The College is committed to supporting student wellbeing and recognises that a positive approach to the management of physical and mental health is crucial to undergraduate and postgraduate student learning and academic achievement.
3. The College expects its students to be able to live independently and in harmony with others, and not to conduct themselves in a way which has an adverse impact on those around them
4. The purpose of this policy is to provide a suitable and coordinated response to concerns about a student. These concerns may be raised by any member of the NCH community.
5. This policy should be used when a student's capacity to participate as a student is a cause for concern. This concern may arise from a wide range of circumstances, including (but not limited to) the student's behaviour and/or engagement with their studies.¹
6. The decision to invoke this policy will normally be made by a member of the Student Wellbeing Team (SWT). In the unlikely event of a situation where there is an immediate risk of harm to students or staff, a member of the Senior Management Team (SMT) will have the authority to invoke #8 of this policy and temporarily suspending a student(s). In these circumstances, the SWT will be notified as soon as is practicable.

¹ Students may be referred to this policy from other College policies including, but not limited to, the Undergraduate Student Attendance Policy; Student Disability Policy; Equality, Diversity and Inclusion Policy; Bullying and Harassment Policy; Misuse of Substances Statement; Prevent Policy; Extenuating Circumstances Policy; Declaration of Criminal Convictions Risk Assessment; Student Welfare Policy.

MAIN CONTENT

IMMEDIATE RISK OF HARM

7. If a student is reasonably considered to pose an immediate risk of harm to themselves and/or others, they are likely to require emergency assistance. In such cases, the individual(s) who identifies the incident should contact the emergency services. They must also report it immediately to a member of the Senior Management Team (SMT) either directly or by appointing a person to do so [Chief Executive Officer (CEO), Executive Dean (ED), Registrar, HR & Operations Manager (HROM), Head of Quality Assurance (HQA), Financial Controller (FC), Director of Apprenticeships (DOA), and Director of Marketing (DoM)]. The SMT member will assess and manage the incident by applying one or more of the following:
 - 7.1. Contacting the student's emergency contact, if it is considered reasonable to do so.
 - 7.2. Any other appropriate and proportionate action.
8. Following the incident, the member(s) of SMT who assessed and managed the situation in #7 will carry out a risk assessment and either:
 - 8.1. Refer the case to Stage 1 of this policy where the risk is assessed as low or medium.
 - 8.2. Invoke a temporary suspension,² with immediate effect, where the risk is assessed as high. A student who is subject to a temporary suspension is prohibited from entering College premises and from attending College events until further notice. The temporary suspension may, exceptionally, be subject to qualification, such as the permission to take an examination or to enter the College premises to attend a meeting with College staff. The terms of suspension will be individual to each case and will be notified to the student as soon as is practicable by any suitable method. A suspension does not affect the student's status as a member of the College.
9. The decision to temporarily suspend a student (as described in #8.2) will be reviewed within two working days by the member of SMT in consultation with the Assistant Registrar or nominee (AR). The decision to continue to suspend a student will be reviewed regularly and made on a case-by-case basis.
10. A student who has been suspended (as described in #8.2) will be referred to Stage 2 of this policy at the earliest opportunity.

PROCEDURES

11. If a student or member of staff is concerned about another student's welfare, they should encourage the student to seek advice from the SWT. If this proves difficult, the person with that concerning information should

² This is not the same as a temporary exclusion as a penalty imposed by the Disciplinary Panel under the Student Code of Conduct and Disciplinary Procedures.

seek advice themselves, in confidence, from the SWT.³ If the College feels it is necessary to intercede and involve either other members of staff or external professionals, the identity of the individual providing the information will remain confidential as far as it is practical to do so.

12. All concerns or disclosures should be raised as soon as possible with the SWT, in a confidential and professional manner. Those raising a concern or disclosure should provide examples to illustrate their concern or disclosure. The examples may include reports about situations which have arisen, or which show a decline in the student's health and wellbeing or where there is a belief that the student is at risk of harm to self or others. For further information on confidentiality please refer to the [Student Confidentiality Statement](#).
13. The policy contains the following stages:⁴
 - 13.1. Stage 1: Initial Support
 - 13.2. Stage 2: Formal Procedure

STAGE 1: INITIAL SUPPORT

14. A member of the SWT will arrange and attend a meeting with the student and a member of the student's faculty to discuss the concern or disclosure raised and support available. It should be made clear to the student that the College has a duty of care to support students and to ensure that they are able to study. The member of faculty and/or the member of SWT shall have the discretion: to apply one or more of the following:
 - 14.1. To devise a Support Plan (Appendix E) giving details of:
 - 14.1.1. Steps the student and the College should take, including any support or reasonable adjustments agreed, in order to enable the student to continue to study without further difficulty or disruption.⁵
 - 14.1.2. What will happen if the student does not agree or engage with the Support Plan e.g., this could result in their ability to study being further considered and their case being referred to Stage 2.
 - 14.2. To recommend to the Registrar that the student is put on a Break in Studies (BIS).⁶
 - 14.3. Any other appropriate or proportionate action. This could include a direct referral to Stage 2 if, following the meeting, it becomes apparent that the student is at serious risk of harm to themselves or others.
15. The student will be monitored by a member of the SWT and a review(s) will be carried out as agreed in the Support Plan to discuss the

³ If the concern is about safeguarding or Prevent, the Registrar should be informed.

⁴ [APPENDIX B](#)

⁵ Please refer to Appendix A for a list of possible adjustments.

⁶ For further information refer to the [Change in Circumstances Guidance](#).

effectiveness of the support. Monitoring and regular review of support may continue for as long as the SWT and member of faculty consider that the student remains at risk.

16. The SWT and the member of faculty are encouraged to make more than one attempt to engage the student with the Stage 1 process, if they are reluctant before referring to Stage 2.

STAGE 2: FORMAL PROCEDURE

17. This stage will be invoked
 - 17.1. Following a referral from Stage 1 due to either:
 - 17.1.1. The SWT or faculty referring the student because they have not agreed to and/or failed to engage with the Support Plan.
 - 17.1.2. The student's wellbeing is judged by the SWT and faculty to be so poor that the case is referred directly to Stage 2.
 - 17.2. Referrals are made in writing by completing the Support to Study Referral Form. The completed form and accompanying documentation should be handed, emailed or posted to the AR where it will be logged.⁷
18. Within 10 working days of receipt of the form the AR will confirm the case falls within the remit of this policy or, if it does not, the AR will advise of the correct policy and procedures to follow.
19. The AR shall have the discretion to apply one or more of the following:
 - 19.1. Stay the case pending the outcome of another procedure. On completion of the other procedure, the AR shall have the discretion to apply an outcome listed below.
 - 19.2. Instruct the Registrar to assemble a Support to Study Panel (SSP) to consider the case.
 - 19.3. Any other outcome that is appropriate or proportionate.

SUPPORT TO STUDY PANEL

20. The SSP will hear cases that have been:
 - 20.1. Referred from initial support Stage 1.
 - 20.2. Referred by a member of SMT as a result of a student being assessed as an immediate risk of harm and being suspended temporarily.
21. The SSP will normally consist of the Registrar and two others, from a group of all staff selected by the Registrar.⁸ The Registrar will chair the SSP and appoint a Secretary.

⁷ Accompanying documentation must be in English and may include emails, Support Plans, medical records.

⁸ The panel members shall be free of any bias or any reasonable perception of bias.

22. If, due to unforeseen circumstances, a member of the SSP is not in attendance at the planned meeting, the meeting can continue in their absence. The Chair of the SSP will explain to the student that the meeting will continue and if the two SSP members, in attendance, reach an agreed decision, there will be no need to consult the absent member. If, however, the two SSP members do not agree, the absent member will be consulted before a decision is reached.

STUDENT SUPPORT PANEL PROCEDURE

23. The Secretary to the SSP shall:
 - 23.1. Invite the student to the meeting. The student will be advised of the date and time of the meeting a minimum of 10 working days in advance.
 - 23.2. Invite to the meeting the member of SMT who managed the incident resulting in temporary suspension or the member of SWT and the faculty member who met with, or attempted to engage with, the student at Stage 1 of the procedure.
 - 23.3. The Secretary will provide the student with:
 - 23.3.1. The membership of the SSP, and the student's right to object to the Secretary about the participation of one or more of those members provided the objection and the reasons(s) for it are presented to the Secretary in writing by no later than five working days of the date of the Secretary's communication.
 - 23.3.2. The procedural and logistical arrangements of the SSP.
 - 23.3.3. The identity of the other attendees at the SSP meeting. This may include the members of the SWT and faculty who managed Stage 1 of the procedure, any other member of NCH or any external expert that the Chair considers to have relevant information.
 - 23.3.4. The student's right to be accompanied to the meeting, by a person who will be expected to silently observe the process.
24. The student will be requested to acknowledge receipt of the letter and their intention to attend the meeting within five working days of the Secretary's communication. If the student does not respond, the case may be considered in their absence.
25. The Secretary will provide the SSP with:
 - 25.1. An invitation to be a SSP member, in writing, giving a minimum notice period of five working days.
 - 25.2. The procedural and logistical arrangements of the SSP meeting.
 - 25.3. A hard copy of the documents received by the AR.
 - 25.4. The identity of the attendees at the SSP meeting.

26. If the student is unable to attend the SSP meeting for good reason, the meeting can be rearranged. The rescheduling of the SSP meeting requires approval from the Chair of the SSP. The request will need to be made in writing outlining the reason for requesting the rearrangement of the SSP meeting along with supporting evidence if available.
27. It is preferable that all parties attend the meeting in person. At the discretion of the Chair, the parties can attend via video link. The Chair may accept written statements in evidence from parties, where it is impracticable for the parties to attend.
28. The SSP may deal with the case in the absence of the student if the student fails to appear without reasonable excuse or notifies the Secretary that they do not wish to appear.
29. The order of proceedings:
 - 29.1. Introduction of those present. The Chair shall have the discretion to decide the order of the proceedings and who shall be present in the room at any one time.
 - 29.2. The SSP shall have the opportunity to question the parties.
30. The SSP may impose time limits on oral addresses and submissions.
31. All parties shall withdraw while the SSP reaches its decision in private.
32. The SSP may adjourn proceedings for a period not exceeding 20 working days in the first instance, and its findings or decision deferred accordingly.
33. The Secretary of the SSP will securely store a record of the meeting and the decision of the SSP, in accordance with the requirements of the General Data Protection Regulation.

POWERS OF THE STUDENT SUPPORT PANEL

34. Possible outcomes from the meeting may include:
 - 34.1. A temporary suspension for a period up to four weeks to allow the student to be assessed by medical professionals and to access external support services through the help of the SWT. The temporary suspension will be reviewed a minimum of two working days prior to its expiration, and further temporary suspension can be imposed up to a total of six weeks after which the SSP should consider the impact on the student's academic studies and review whether a BIS or other resolution may be more appropriate.
 - 34.2. Where appropriate, an enhanced action plan can be agreed which may include, but are not limited to, a requirement for the student to engage with NCH or external services and/or to give permission for information sharing between NCH and NHS or other external services. The enhanced action plan will also include an explicit timeframe for any actions and a date for review by the SSP.

- 34.3. A Break in Studies for a period up to 12 months.⁹
- 34.4. A requirement to withdraw - if the Panel concludes, taking into account the individual circumstances of the case and any supporting medical evidence, that there is no reasonable prospect of the student re-engaging with their programme, or the limits of reasonableness have been reached at that time (in accordance with the Equality Act 2010), the student will be required to withdraw. This requirement should only be made in the most serious cases.
- 34.5. Any other outcome considered to be appropriate or proportionate.
- 35. The SSP should decide whether a student can continue to attend the College during an appeal process on a case-by-case basis. In making that decision the SSP must take into account:
 - 35.1. The impact non-attendance will have on the student's studies in the event that the student successfully appeals the decision.
 - 35.2. The impact the student's attendance would likely have on other students' learning.
 - 35.3. The impact the student's attendance would likely have on staff and their ability to carry out their normal duties.

COMMUNICATION OF OUTCOMES

- 36. The outcome of the panel must be communicated promptly and efficiently by the Secretary of the SSP, as outlined below:
 - 36.1. Once a decision has been made, the student must be informed as soon as is practicable so the student does not miss learning if to continue with studies, but in any event within two working days.
 - 36.2. The SWT should be informed as soon as is practicable.
 - 36.3. The HoF should be informed.
 - 36.4. Relevant faculty members (Major and Minor) should be informed of the outcome as soon as is practicable if the student has been suspended or required to take a BIS or to withdraw.
 - 36.4.1. Should the student have scheduled tutorials and/or lectures that day, those faculty members should be informed as a priority.
 - 36.4.2. Other relevant faculty should also be informed if the student has been suspended or required to take a BIS or to withdraw, including the student's Personal Tutor, NCH Diploma Coordinator, and those from LAUNCH.
- 37. All those informed will be reminded that the case is confidential and details of which should not be shared with any others without prior approval from

⁹ Where the SSP has implemented #34.3, it will be consulted prior to the student's return to study to ensure appropriate support is in place.

the Registrar. The Registrar will follow the [Student Confidentiality Statement](#) before giving approval to share information.

38. If other students ask for information on the student, they should not be informed of any details under any circumstances.

RETURN TO STUDY

39. The SSP that made the recommendation regarding a suspension, or as many members of the original panel as possible, will be consulted to consider whether the student is able to return to study.
40. Further medical evidence, which considers the student's ability to fully engage with their studies and meet the requirements of the programme, will normally be requested from the student.
41. A student will only be permitted to return if, after receiving and considering the medical evidence, a meeting of the SSP is satisfied that the student is able to return. A member of the SWT may be requested to join the SSP if they are not already a member of the panel.
42. The SSP will also consider any support that the student may require to enable a return to studies. This will be documented in a Support Plan.
43. The general expectation is that the student will take personal responsibility for fully engaging with the Support Plan.
44. A student who does not engage with the Support Plan may be referred back to the SSP for further consideration and the student may be withdrawn from the College.
45. A student who returns after a BIS will meet with a member of the SWT. Further information about this meeting is available in the [Change of Circumstances Guidance](#) which can be found [here](#).

APPEALS PROCEDURE

46. The student may appeal against an outcome of the SSP. The appeal must be made, using the [Student Appeal Form](#), to the Master within 10 working days of the written notification of the decision.
47. If no appeal against the decision is received within the timescale set out in the decision letter, the student will be notified that the procedure has been concluded and no appeal has been made.
48. The student may only appeal on one or more of the following grounds, which must be specified in the letter of appeal.
 - 48.1. There has been a significant procedural flaw or irregularity that compromised the fairness of the process. It shall be for the Student Support Appeal Board (SSAB) to determine whether any such irregularity or failure to observe the provision of the policy brings into question the decision of the original hearing.
 - 48.2. New material evidence, which must be supported by explanation of why it is being submitted at this late stage.
 - 48.3. That there is a bias or reasonable perception of bias during the procedure.

- 48.4. An outcome, decision, being unreasonable or disproportionate.
49. Following submission of an appeal, the Master (or nominee) will undertake a preliminary review of the appeal.
 50. Where the preliminary review identifies that the appeal does not have substance within the accepted grounds for appeal stipulated in #48 the student shall be informed of the decision in writing. The College will notify the student that the internal procedures have been completed and of their right to appeal to the Office of the Independent Adjudicator.
 51. Where the preliminary review identifies that the grounds for appeal are accepted as valid, the appeal will be submitted to the SSAB.
 52. The SSAB will consist of three persons approved by the Master. The Master shall appoint a Chair and a Secretary. No person shall sit on the SSAB if they are directly associated with the student's studies or with the decision against which the appeal is made.
 53. The hearing will be limited to the grounds stated in the letter of appeal and should not take the form of a rehearing. The SSAB will be provided with a report from the AR and/or the report from the SSP but will not at this time interview the student.
 54. If the SSAB is satisfied that there is sufficient evidence of substantive defect in procedures which might have resulted in wrong finding the student may be invited to a further hearing.
 55. The proceedings will be determined by the SSAB and will take such form as the SSAB determines appropriate to investigate the grounds for appeal.
 56. The SSAB may:
 - 56.1. Review the decision made by the AR and/or the SSP and either:
 - 56.1.1. Substitute such other decision as it considers appropriate.
 - 56.1.2. Reject the appeal, in which case the original decision will stand.
 57. The SSAB shall consider its decision and shall notify the student of the decision within five working days.
 58. The decision of the SSAB shall be final and no further appeal to the College may be permitted. The College will notify the student that the internal appeals procedures have been completed and their right to appeal to the Office of the Independent Adjudicator.

OFFICE OF THE INDEPENDENT ADJUDICATOR

59. At the end of the College procedures, the student will be issued with a Completion of Procedures letter. At this point if the student remains dissatisfied, they have the right to refer the decision to the OIA, within 12 months of the date of the Completion of Procedures letter. Details are available [here](#).

60. The OIA is an independent body set up as a result of the Higher Education Act (2004) to run a student complaints scheme. Membership of the OIA is a requirement of the Higher Education and Research Act (2017) and the Office for Students.

REVIEW AND MONITORING

61. The Registrar will maintain a record of Support to Study outcomes and ensure that appropriate action has been taken by the College in response to areas identified as requiring development.
62. The Registrar will report to Academic Board statistical information relating to support to study outcomes on an annual basis.
63. Academic Board will monitor the data and make recommendations as appropriate.
64. Academic Board will review the policy and procedures for their effectiveness.

Title: Support to Study Policy				
Approved by: Academic Board				
Version number	Date published	Author	Location	Proposed next review date
3.0	December 2020	Registrar	NCH Academic Handbook/ policies and procedures/general	May 2023
2.0	December 2019	Registrar	NCH Academic Handbook/ policies and procedures/general	December 2020
1.0 <i>(formerly the Fitness to Study Policy)</i>	December 2018	Student Wellbeing Coordinator	NCH Academic Handbook/ policies and procedures/general	September 2020
Referenced documents	Undergraduate Student Attendance Policy; Student Disability Policy; Equality, Diversity and Inclusion Policy; Bullying and Harassment Policy; Misuse of			

	Substances Statement; Prevent Policy; Extenuating Circumstances Policy; Declaration of Criminal Convictions Risk Assessment; Student Welfare Policy
External Reference Point(s)	UK Quality Code: Enabling Student Achievement; Learning and Teaching

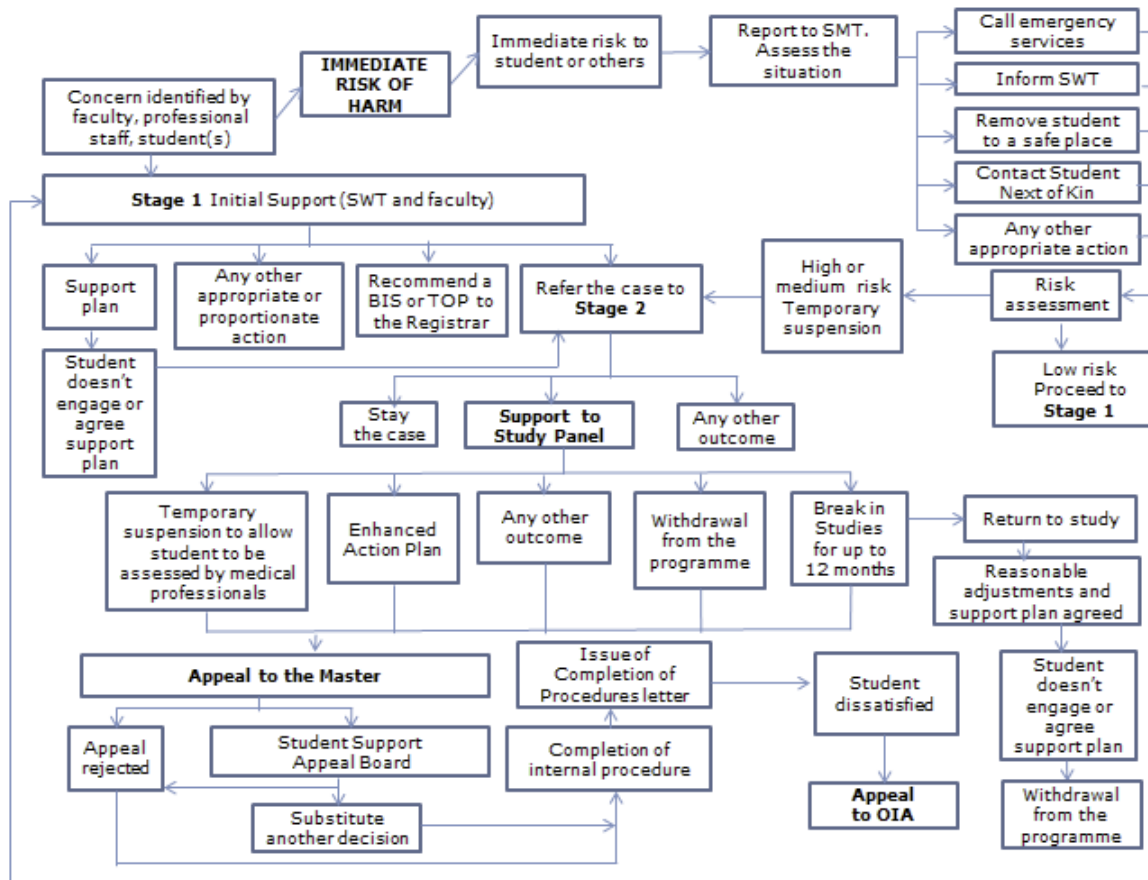
APPENDIX A: POSSIBLE EXAMPLES OF REASONABLE ADJUSTMENTS

This list covers possible suggestions, and is not exhaustive.

1. A student may wish to sit close to the door of a teaching room so that they can leave the room quietly if necessary. For example, this could be the case for students who need to use the toilet more frequently or those who suffer from anxiety and need to be able to excuse themselves discretely.
2. The timing of a student's 1:1 tutorials could be scheduled at a more suitable time to them if they experience sleeping problems as a result of a mental or physical health condition. This would be subject to room and tutor availability.
3. Teaching locations could be changed, where possible. For example, if a student found that a certain room triggered their anxiety due to a lack of natural light, they could request to be moved to a room with windows.
4. Equipment could be altered to suit a student's physical needs. For example, a student may need a specific type of chair to accommodate a physical health condition and/or disability.
5. Formative deadlines could be adjusted if a student had caring responsibilities for an unwell family member.
6. Students may have individual specific needs to help them cope with their disclosed condition(s). For example, a student suffering from anxiety may benefit from the use of therapeutic putty.

If a student approaches faculty with a request for an adjustment not listed above, please seek consultation with the Student Wellbeing Coordinator (SWC). The SWC shall be informed of all reasonable adjustment requests.

APPENDIX B



APPENDIX C



New College
of the Humanities

Support to Study Referral Form

STAGE 2: FORMAL PROCEDURE

Student information			
Student ID number			
First and middle names		Surname	
NCH email address			
Current programme	[e.g. BA History with English; LL.B Law]		

REASON FOR REFERRAL

(please tick)

- The above named student has not agreed and/or engaged with the Support Plans.
- The above named student is being referred directly to Stage 2: Formal Procedure

Summary and supporting evidence
<p>Please provide a summary of the case and list the documents that are being submitted to support this referral:¹⁰</p>

¹⁰ Supporting documents may include reports, support plans, attendance registers, medical notes, emails (pdf formT).

Declaration	
Staff name	
Staff signature	
Date	

Please submit completed form and supporting documents to

APPENDIX D



New College
of the Humanities

Student Appeal Form¹¹

This form along with all documentary evidence should be submitted to the Master within ten working days of the written notification of the decision.

Section 1: Student information			
Student ID number			
First and middle names		Surname	
NCH email address			
Programme		Level of study	

Section 2: Grounds for appeal		
<i>On which grounds are you appealing (choose one or more of the following):</i>		
1	There has been a significant procedural flaw or irregularity that compromised the fairness of the process.	
2	New material evidence (which must be supported by explanation of why it is being submitted at this late stage).	
3	There is a bias or reasonable perception of bias during the procedure.	
4	An outcome, decision and/or penalty, being unreasonable or disproportionate.	
<i>Write a statement to support your grounds for appeal.</i>		

¹¹ Please email sas@nchlondon.ac.uk to obtain a Word version of this document.

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Section 3: Evidence

*Please list all the supporting evidence you have included with your appeal.
Please ensure you include copies of all the evidence you wish to submit to support your appeal.*

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Section 4: Certification of form

1. *Confidentiality*
In accordance with the General Data Protection Regulations 2018 we require your consent to:

- *Hold elements of the information you have provided on an electronic database*
- *Disclose the information to authorised members of the College staff for purposes connected with the investigation of your case*

2. *False claims*
Submission of false or fraudulent documentation is an offence, which will be dealt with under the Student Code of Conduct and Disciplinary Procedures. The College reserves the right to check on the validity of the document(s) submitted by contacting any relevant third parties directly.

By signing here, you confirm that you agree with the above statements and give your consent for the information provided to be used as detailed above.

Name:
Signature:
Date:

Support Plan

Student Name:

Student Wellbeing Team Member:

Member of Faculty:

Date of Meeting

Summary of cause for concern:

Actions Agreed Student

	Action	Date
1		
2		
3		
4		
5		
6		
7		

Action Agreed by NCH

	Action	By	Date
1			
2			
3			
4			
5			

Date agreed for review

Summary of Review (add additional as required)

Date agreed for review