

# The Academic Regulations Appendix 16: Support to Study Procedure

2023-2024



Edge Hill  
University

# The Academic Regulations

## Appendix 16 - Support to Study Procedure

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## Summary

The Support to Study procedure can be used by the University where there are concerns that a student is not fit to study. It is an open and supportive framework for dealing with a situation where a student's health, wellbeing or behaviour could have a detrimental impact on their own or others ability to progress and function.

## Purpose

The purpose of this procedure is to provide an effective framework to support students where physical or mental ill health and/or disability is having an adverse impact on their studies and/or ability to live independently and safely, and/or is impacting on the health, safety, wellbeing, or academic progress of others. It encourages early intervention and the use of a transparent process to involve the student in discussions about the support they may need to study. The procedure applies to all students, pre and post-entry, on course, placements, field trips and any University activities in and out of term time, living on and off campus.

## Regulations

### 1 Introduction

- 1.1. Edge Hill University (the University) aims to be welcoming and inclusive by successfully admitting and supporting students with a broad range of needs.
- 1.2. The University is therefore committed to supporting the wellbeing of students and staff. We do this by providing an environment that is safe, conducive to study and fosters the ability to flourish.
- 1.3. In this context the University recognises that students may experience a range of difficulties throughout their studies related to academic and personal factors. There are several University policies which are designed to address concerns about a student's academic progress or support needs.
- 1.4. This Support to Study Procedure (the Procedure) is intended for use where the progress, behaviour, disruption or risk presented by a student is perceived to be serious or potentially serious and where this is linked to the health or wellbeing of the student.
- 1.5. The procedure is not a disciplinary process, but a way of supporting students to ensure that they can, wherever possible, continue to study with the appropriate levels of support in place to ensure their continued wellbeing.

- 1.6. The procedure applies to all students, pre and post-entry, on course, placements, field trips and any University activities in and out of term time, living on and off campus.
- 1.7. The Procedure relates to the whole student experience and not just a student's ability to engage with their academic studies.

## 2 Guiding principles

- 2.1. The University is a community and as such, decisions will be made in the context of the whole community giving due regard to the health and wellbeing of staff and other students.
- 2.2. Students are required to fully engage with this procedure and any recommendations made under it. If a student fails to engage or is unable to engage fully in the procedure, the University may continue with the procedure and make reasonable decisions in the student's absence.
- 2.3. The University has a wide range of support services and students will be encouraged and supported to engage with these services.
- 2.4. All students are allocated a personal tutor and are encouraged to engage with this support and discuss any challenges with their personal tutor as early as possible.
- 2.5. Students are encouraged to seek independent advice to support them through the procedure from the Edge Hill Students' Union Advice Centre.
- 2.6. The University operates under General Data Protection Regulations 2018.
- 2.7. The University is mindful of its obligations under the Equality Act 2010 and all decisions will be proportionate and carefully considered.
- 2.8. Where appropriate, the student will be kept informed of progress and provided with a written explanation regarding any decisions or actions to be taken.
- 2.9. Where possible, decisions will be made in agreement with the individual student.
- 2.10. The University reserves the right to refer a student to Occupational Health or request a medical opinion from an impartial relevant professional at any stage during the implementation of this procedure. In some cases, this may require a

decision to be delayed until the result has been received and can be fully considered.

- 2.11. Students can make independent decisions regarding their studies and request advice or support at any time. Support available includes (but is not limited to):
- Accessing support services
  - Requesting an extension
  - Applying for Personal Circumstances
  - Requesting an interruption of studies
- 2.12. The University reserves the right to escalate matters directly to Stage 2 or Stage 3 of this Procedure without passing through the intermediate stages if a student presents serious concerns or risks to the wellbeing of themselves or others.
- 2.13. The University reserves the right to start the procedure at the Return to Study stage in order to determine whether a student is fit to return after a voluntary break in studies. This would only apply in cases where the University is aware that the student has had a significant health issue and may be used even if the Support to Study Procedure has not been started at a previous stage.
- 2.14. When decision makers consider outcomes within this procedure, this will be done in order of increasing seriousness. Where possible, a student will be supported to continue to study where they are fit to do so and any risk can be reasonably managed.
- 2.15. A member of staff at an appropriate level may be assigned to act on behalf of any role holder named in this procedure. The role holder can be substituted for any reason and this includes but is not limited to:
- To replace someone who has a conflict of interest (eg has previously made a decision under the same procedure with the same student).
  - To speed up a process where the role holder is unavailable.

### 3 Indicators for use of the Support to Study procedure

- 3.1. Concerns about a student may occur for many reasons. These could include, but are not restricted to, the following examples:
- Significant deterioration in physical or mental health.
  - Significant deterioration in attitude and/or attendance.
  - Disregard for their own and/or others' health and safety.
  - Inability or refusal to communicate effectively with fellow students, staff and professionals.

- Inability or refusal to appreciate risks of physical danger to themselves or others.
- Inability or refusal to engage effectively and independently in lectures, tutorials, support sessions and private study (with appropriate support mechanisms, physical and reasonable study support adjustments as necessary).
- Inability to undertake assessment and engage with the assessment process (with appropriate adjustments as necessary).
- Inappropriate emotional or psychological symptoms or behaviours.
- Student self-declaration of being unfit to study and/or disclosure that ongoing study is having a detrimental impact on the student's health.
- Concerns raised by a third party.
- Behaviour, which would otherwise be dealt with as a disciplinary matter, where it is considered the behaviour may be the result of an underlying physical or mental condition.
- Instances where an individual's condition, conduct or behaviour places unreasonable demands on staff or other members of our community.
- Difficulties with living communally, disruptive behaviour and/or unrealistic expectations of support from other students.

#### 4 Other relevant policies and procedures

- 4.1. There are a number of other University policies and procedures that may be relevant. These include but are not limited to:
  - Safeguarding Policy
  - Student Disciplinary Regulations
  - Fitness to Practice Procedure
- 4.2. Relevant staff with knowledge of the situation will determine the most appropriate procedure to be followed in each case.
- 4.3. In order to determine which procedure is followed, it may be necessary for appropriate staff to arrange an additional meeting with the student or collect additional information/evidence.
- 4.4. Other relevant policies and procedures may also support students who are finding their studies challenging due to their wellbeing. These include but are not limited to:
  - Procedures for the Submission of Personal Circumstances
  - Interruption Policy
  - Repeat Year Policy
- 4.5. Links to relevant documents are provided at the end of this procedure.

## 5 Risk assessment and temporary conditions

- 5.1. In exceptional circumstances a student's ability to manage their health, wellbeing or behaviour may reach a critical stage. There may be urgent, serious concerns regarding a student's wellbeing, actions or behaviour which put the health, safety, wellbeing or academic progress of themselves or other members of the University at immediate risk.
- 5.2. In these circumstances an immediate risk assessment will be conducted by a Student Services Senior Manager to determine the immediacy and seriousness posed by the perceived risk.
- 5.3. Where possible, appropriate staff will be consulted and all information available will be considered to reach an informed decision.
- 5.4. The risk assessment is based on the information available at that point in time and has two possible outcomes:
  - The level of risk to the student and others is deemed to be within acceptable levels and the student can remain in accommodation and continue to attend their course of study until a Support to Study Panel can be arranged.
  - The level of risk to the student and others is currently unacceptable and conditions need to be put in place until a Support to Study Panel (under Stage 3 of this procedure – Section 8) can be arranged.
- 5.5. The temporary conditions that can be put in place under 5.4 above can include anything deemed reasonable and appropriate in an attempt to ensure the safety of the student or others. Temporary conditions may include but are not limited to any of the following:
  - A temporary requirement for the student not to attend classes on campus.
  - A temporary requirement for the student not to enter specific areas of the campus.
  - A temporary requirement for the student to move rooms in their on-campus accommodation.
  - A temporary requirement for the student to leave their on-campus accommodation.
  - A temporary requirement for the student not to enter the campus at all.
- 5.6. Depending on the level of risk, the temporary conditions may need to be implemented immediately, but where possible reasonable notice will be given to the student.

- 5.7. The outcome of the risk assessment may be that the level of risk is unacceptable and temporary conditions are put on the student. Where possible such information will be delivered in person by a member of the Wellbeing Team or another nominated suitable person.
- 5.8. We will provide the student with written confirmation of the following, within 24 hours of the risk assessment being conducted:
- The outcome of the risk assessment.
  - Any/all conditions put in place and the timescales for implementation.
- 5.9. If considered necessary to protect or support the student or others, individuals such as flat mates or services staff may be informed of the outcome of the risk assessment. Minimum information will be shared to enable protection or support to be provided.
- 5.10. The student may ask for the conditions to be reviewed but must do so within 10 working days of the date on the written notice. The student may also request a review of the conditions at any time if there is a material change in the circumstances of their case. Any such requests or information provided relating to the conditions must be in writing. The Conditions Notice will include details of where to direct such requests.
- 5.11. The risk assessment can be reviewed by the Student Services Senior Manager at any time. This may be necessary if the student's health deteriorates or behavioural issues escalate.
- 5.12. If the Support to Study Panel cannot take place within four weeks from the date the risk assessment outcome is communicated to the student, a review of the risk assessment will be conducted to ensure all conditions imposed remain suitable and reasonable.
- 5.13. At the risk assessment review the Student Services Senior Manager may maintain the conditions, increase or decrease the conditions, or remove the conditions. The outcome of the risk assessment review will be communicated in writing to the student.
- 5.14. Any conditions will remain in place until the outcome of the Panel meeting is communicated to the student.



## 6 Stage 1 Emerging Concern – Early Intervention

- 6.1. When a student is struggling with health or behaviour management, early intervention can often avoid a crisis and where possible this should commence at Stage 1.
- 6.2. Any member of staff within the University may become aware of presenting issues affecting a student's health, safety, wellbeing or behaviour.
- 6.3. Staff outside of Student Services must discuss their intentions with a member of the Wellbeing Team before invoking Stage 1 of this procedure. This will ensure any pertinent information about the student is also considered.
- 6.4. Working collaboratively, staff will agree who will contact the student.
- 6.5. A member of staff will meet the student to discuss and consider issues such as:
  - the health and wellbeing of the student.
  - the behaviour being displayed and the concerns this raises.
  - the limits of any support that can be provided.
  - an action plan that will support the student to reach agreed goals within an agreed timescale.
- 6.6. The member of staff will follow up with the student setting out all agreed actions and timescales in writing within 10 working days of the meeting.
- 6.7. Where the staff member is not from Student Services, a copy of the written communication will be sent to the Wellbeing Team.
- 6.8. If the student engages positively at this stage and the situation improves, there may be no need for further action.
- 6.9. If the issues are not resolved within the agreed timescale or the situation deteriorates, the decision can be made to progress to Stage 2.

## 7. Stage 2 Continuing Concern – referral to the Head of Counselling and Wellbeing

- 7.1. If the informal action taken at Stage 1 has not been successful, or the matter is too serious, Stage 2 (or exceptionally Stage 3) of the procedure may be initiated.

- 7.2. To begin Stage 2 the member of staff will discuss their concerns with the Head of Counselling and Wellbeing. If deemed appropriate this procedure will be invoked at Stage 2 by the Head of Counselling and Wellbeing.
- 7.3. The student will be invited to attend a meeting with the Head of Counselling and Wellbeing and other appropriate members of staff to review the concerns raised.
- 7.4. Other members of staff who may attend the meeting may include (but are not limited to):
- Members of the Inclusion or Counselling and Wellbeing team.
  - Members of staff from the student's academic department.
- 7.5. The student will be sent the following information in writing:
- Meeting date, time and location.
  - A summary for the concerns raised.
  - Those who will attend the meeting.
  - The student's right to be accompanied to the meeting including information about the Edge Hill Students' Union Advice Centre.
  - That the meeting is being dealt with under Stage 2 of the Support to Study Procedure.
  - A copy of the procedure.
- 7.6. The student will be given at least 48 hours' notice of the meeting where possible.
- 7.7. The student should make all reasonable endeavours to attend the arranged meeting. If there are good reasons why the student cannot attend, reasonable efforts will be made to find a more suitable time for all attendees.
- 7.8. If the student refuses to co-operate, fails to attend or cannot engage with the process, the meeting may still take place without the student being present.
- 7.9. During the meeting the student will be encouraged to reflect on whether they feel they are fit to study and/or wish to continue on their programme at this time.
- 7.10. If the student makes a decision during the meeting that they wish to take a break from their studies, they will be given an opportunity to discuss their options and complete appropriate paperwork. Any further decisions under the procedure will then be postponed pending the processing of the requested amendment to their student status.

- 7.11. A student may voluntarily take a break in their studies. In such cases they will be required to take advice and guidance from Academic Registry to ensure they follow the most appropriate process for their needs. For example, they may apply to interrupt their studies or repeat the year. When considering the relevant options, due regard will be given to the academic judgement of the department to ensure that the student has a reasonable prospect of success.
- 7.12. If the student states they wish to take a break from their studies but does not complete the appropriate paperwork, or changes their mind after the meeting, the process will resume and a decision will then be taken by the Head of Counselling and Wellbeing as described in 7.14 below.
- 7.13. Any student who elects to take a break in studies at this stage will need to meet the requirements of the Return to Study section of this procedure (as described in section 9), at the point they wish to return.
- 7.14. After the meeting one or more of the following decisions will be made by the Head of Counselling and Wellbeing:
- i. No further action will be taken and the Support to Study procedure will be closed
  - ii. The student does not wish to engage with support, and a referral to Stage 3 of this procedure, or referral into a different University process may be made.
  - iii. Referral for consideration under a different University process
  - iv. The student is fit to continue to study under certain conditions, and an action plan will be discussed and shared with the student. The student is required to engage with and commit to the conditions and action plan if they wish to continue with their studies.
  - v. Escalation to Stage 3 of the Support to Study procedure
- 7.15. Where the student is referred into a different University process, this could include, but is not limited to, those listed in section 4.
- 7.16. The following options are examples of the conditions that may be considered under option iv above. These are not exhaustive and the decision makers can consider any other reasonable condition(s).
- The student is not able to reside on campus.
  - The student must attend regular meetings with academic staff.
  - The student must submit any agreed assessments within an agreed timeframe
  - The student must engage with University support services, eg Wellbeing team, Inclusion team.
  - The student must engage with external professionals, such as GP, mental health services, online services and Disabled Students' Allowance (DSA).

- The student must communicate effectively with the University, especially around confirming the ability to stay safe.
  - The student must take appropriate action to access support when at risk.
  - The student must continue to engage with the Support to Study meetings.
- 7.17. Where an action plan is required, a Stage 2 Support to Study review meeting will be put in place to monitor the student's progress. The timescale of the review meeting will be based on the specifics of each case. The outcome of the review meeting can be any of the decisions described in section 7.14 above and include the ability to add conditions and create a revised and updated action plan under option iv.
- 7.18. If the student's health deteriorates or behavioural issues escalate before the review meeting date, the review meeting may be brought forward, temporary conditions may be put in place via a risk assessment (as per section 5), and/or the case may be escalated to Stage 3.
- 7.19. The student will receive a verbal update on the high-level outcome of the meeting as soon as possible after the meeting, and usually within 48 hours.
- 7.20. The Head of Counselling and Wellbeing will inform the student of the outcome of the meeting in writing, along with any agreed action plan, within 10 working days of the meeting date.

## 8 Stage 3 Critical, Serious Concerns – Support to Study Panel meeting

- 8.1. Where concerns raised about a student are of a sufficiently critical, or serious nature, where a risk assessment has been conducted under this procedure or where the outcome at Stage 2 is escalated to Stage 3, a Support to Study Panel meeting will be arranged.
- 8.2. A Panel Secretary will be nominated by the Head of Student Casework.
- 8.3. The Panel Secretary is responsible for making administrative arrangements and informing the student, in writing, of the date and time at which the Panel will take place.
- 8.4. Where possible at least 5 working days' notice will be given to the student of the Panel meeting. Any risk to the student or other members of the University community during this period will be managed using a risk assessment and temporary conditions as described in Section 5.

- 8.5. During the risk assessment, the panel will consider the potential impact of waiting 5 working days for the Panel meeting. If the risk is judged to be too great, or if the temporary conditions are not adequately able to manage the risk, the University reserves the right to hold the Panel meeting sooner. In these cases, the student will be given at least 48 hours' notice of the meeting where possible.
- 8.6. The student can make a request to the Panel Secretary for the Panel meeting to be held sooner than the usual 5 working days' notice. This would usually be for a reason that would be beneficial to the student's mental health or wellbeing. In these cases, the University will make every effort to bring the Panel meeting forward where staff availability and administration allows.
- 8.7. The members of the panel will usually include:
- The Director of Student Services (or nominee), who will act as Chair.
  - An academic representative of the student's department.
  - An appropriate senior representative from Student Services who has not been involved in supporting the student.
- 8.8. Where the Chair feels it may be appropriate, they may also invite any other member of University staff to either be a member of the panel, or to be present to advise the panel and this may include, but is not limited to:
- An appropriate representative from the Academic Registry team.
  - An appropriate representative from the Inclusion team.
  - An appropriate representative from the Accommodation team.
- 8.9. The Panel Secretary will also attend the Panel to make a written record of the meeting.
- 8.10. The member of Student Services who has been supporting the student may be invited to attend the meeting to give information but will not be part of the decision-making process.
- 8.11. Students are encouraged to bring a friend to accompany them at the Panel meeting. Although this procedure does not relate to academic conduct, the main principles of the document describing the 'Role of a Student's Friend in Academic Conduct Procedures' will be applied.
- 8.12. Normally, it is expected that a person acting as the Student Friend will be a member of the Edge Hill University community, but exceptionally the Head of Student Casework may agree to allow a friend to attend from outside the University.

- 8.13. The student will be sent the following information in writing as soon as possible:
- Support to Study Panel date, time and location.
  - A summary for the concerns raised.
  - Those who will attend the Panel meeting.
  - The student's right to be accompanied to the meeting, including information about the Edge Hill Students' Union Advice Centre.
  - That the meeting is being dealt with under Stage 3 of the Support to Study Procedure.
  - A copy of the procedure.
- 8.14. The student should make all reasonable endeavours to attend the arranged Support to Study Panel. If there are good reasons why the student cannot attend, reasonable efforts will be made to find a more suitable time for all attendees.
- 8.15. The student is expected to attend the Panel meeting in the designated forum. Where appropriate, the Head of Student Casework may agree that a student can participate through another means (for example via an online platform).
- 8.16. If the student refuses to co-operate, fails to attend or cannot engage with the process, the Support to Study Panel may still take place without the student being present.
- 8.17. If the student cannot or chooses not to represent themselves in person, they have the opportunity to submit a written representation to the Support to Study Panel.
- 8.18. Any conditions previously imposed will remain in place until the outcome of the Panel meeting is communicated to the student.
- 8.19. To ensure a fair hearing takes place, the University has a set process with which Panels must comply. This process is detailed in Annex A in the form of an agenda for Panel meetings.
- 8.20. Adhering to the process set out in Annex A will ensure that the Panel has considered all available information that is relevant to the case.
- 8.21. At the Support to Study Panel, those present will examine all relevant information, including as necessary, medical reports and/or risk assessments. The student's perceptions of the issues/concerns that have been raised will be ascertained. The impact of the student's health and/or

behaviour upon themselves or on other members of the University community will be discussed.

- 8.22. When all evidence has been presented, the Panel will commence their deliberations in private. Panel members are expected to be open with their discussions and to base their decision on the evidence that has been presented to them.
- 8.23. Following the meeting one or more of the following decisions will be made by the Panel. The Chair has the power to make the final decision if the Panel is unable to make a unanimous decision.
- i. No further action will be taken and the Support to Study procedure will be closed.
  - ii. Referral for consideration under a different University Process.
  - iii. The student is fit to continue to study under certain conditions, and an action plan will be discussed and shared with the student. The student is required to engage with and commit to the conditions and action plan if they wish to continue with their studies. The student will be referred (back) to stage 2 of the procedure and the action plan will be kept under review.
  - iv. The student is not fit to continue to study at this time, and an appropriate outcome will be determined depending on the specific circumstances of the case.
- 8.24. The points described in section 7.16 are examples of the conditions that may be considered by the panel under option iii above. These are not exhaustive, and the panel can consider any reasonable condition(s).
- 8.25. The following options are examples of what outcomes may be considered under option iv above. These are not exhaustive, and the panel can consider any reasonable outcome(s).
- A break in studies to give the student the opportunity to improve their health and wellbeing
  - A repeat year of the current programme of study
  - A change to the mode of study
  - An opportunity to apply for a change to programme of study (entry requirements would need to be met)
  - Withdrawal from the programme of study with the option to apply again in the future
  - As a last resort the Panel may recommend permanent withdrawal from the University

- 8.26. Where possible decisions will be made with collaborative agreement with the student. Where this is not possible this decision will be taken by the Panel.
- 8.27. When deciding upon the appropriate outcome, the Panel must:
- Consider outcomes in the order outlined above, ie in order of increasing seriousness.
  - Agree that the outcome is appropriate for the circumstances of the case and give reasons for the decision.
  - Where possible, be consistent with previous decisions made in similar cases concerning other students.
- 8.28. The decision by the Stage 3 Panel can overrule the principles of the usual Academic Registry process, or other University procedure or practice, where the Panel believe this achieves the best outcome for the student.
- 8.29. The student will receive a verbal update on the high-level outcome of the Panel meeting as soon as possible after the meeting, and usually within 48 hours.
- 8.30. The Director of Student Services will inform the student of the outcome of the Panel meeting in writing, together with any agreed action plan and/or conditions for continued attendance within 10 working days of the date of the meeting.
- 8.31. Where a student is required to take a break in their studies, the timescale for minimum length of the break will be based on the judgement of the panel. The student's return to study will then be subject to the return to study procedure detailed in section 9. The appropriate options available to resume study will be explained to the student once the minimum break has been taken.

## 9 Return to Study

- 9.1. The return to study procedure is in place to ensure that students returning to study following an enforced or elected break in studies are fit to study and live on campus and have appropriate support in place.
- 9.2. Any student who has taken a break or withdrawn from their studies must follow this return to study procedure when returning to the University. This applies whether the student is returning to the same course or applying for a different course of study. It also applies whether the break or withdrawal has been required under Stage 3 of this procedure, or voluntarily elected under Stages 2 or 3 of this procedure.



- 9.3. The return to study section of this procedure may also be used to determine whether a student is fit to return after a voluntary break in studies. This would only apply in cases where the University is aware that the student has had a significant health issue and may be used even if the Support to Study Procedure has not been started at a previous stage.
- 9.4. The student will be contacted by the University in advance of their expected return date. Students wishing to resume their studies will be required to complete a return to study form to provide the University with relevant information regarding their health and wellbeing, along with medical and other supporting evidence, as appropriate.
- 9.5. Medical evidence will only be accepted from a GP or relevant health professional who has enough knowledge of the student's circumstances to make an informed assessment of the student's improvement in health and wellbeing over the period of their break in studies.
- 9.6. The University may refer a student to Occupational Health or request a medical opinion from an impartial relevant professional, before making a decision about a student's return to study.
- 9.7. The University expects the student to provide reassurance and evidence of their ability to study and where appropriate to live independently at Edge Hill University.
- 9.8. After reviewing the return to study form and the medical evidence provided by the student, the student will be invited to attend a Return to Study Review Panel.
- 9.9. This process may take several weeks and therefore ample time should be given between the sharing of the return to study form and medical or other supporting evidence, and any potential re-enrolment date.
- 9.10. The members of the panel will usually include:
  - The Director of Student Services (who will act as chair).
  - Members of staff from the student's academic department.
  - An appropriate senior representative from Student Services who has not been involved in supporting the student.
- 9.11. Where the Chair feels it is appropriate, they may also invite any other member of University staff to sit on the panel and this may include, but is not limited to:

- An appropriate representative from Academic Registry.
  - An appropriate representative from the Inclusion team.
  - An appropriate representative from the Accommodation team.
- 9.12. The following information will be communicated to the student in writing:
- Return to Study Review Panel date, time and location.
  - Those who will attend the meeting.
  - The right of the student to be accompanied to the meeting including information about the Edge Hill Students' Union Advice Centre.
  - That the meeting is being dealt with under the Return to Study section of the Support to Study Procedure.
  - A copy of the procedure.
- 9.13. Following the Return to Study Review Panel one of the following decisions will be made by the Director of Student Services:
- i. The student is fit to continue to study under certain conditions, and an action plan will be discussed and shared with the student. The student is required to engage with and commit to the action plan if they wish to return to their studies. The student will be referred - to Stage 2 of the procedure - and the action plan will be kept under review.
  - ii. The student is not fit to continue to study at this time, and an appropriate outcome will be determined depending on the specific circumstances of the case.
- 9.14. The options described in section 7.16 are examples of the conditions that may be considered by the panel under option i above. These are not exhaustive, and the panel can consider any reasonable condition(s).
- 9.15. The following options are examples of what outcomes may be considered under option ii above. These are not exhaustive, and the panel can consider any reasonable outcome(s).
- A further break in studies to give the student the opportunity to improve their health and wellbeing.
  - A change to the mode of study.
  - An opportunity to apply for a change to programme of study (entry requirements would need to be met).
  - Withdrawal from the programme of study with the option to apply again in the future.
  - Withdrawal from the University.
- 9.16. The student will receive a high-level, verbal update on the outcome of the panel meeting as soon as possible after the meeting, and usually within 48 hours.

- 9.17. The Director of Student Services will inform the student of the outcome of the meeting in writing, together with any agreed action plan and/or conditions for continued attendance normally within 10 working days of the meeting.
- 9.18. Any previous decision or any conditions imposed will remain in place until the outcome of the meeting is communicated to the student.
- 9.19. Each situation will be different, and it may not be possible for the student to resume their studies immediately depending on their academic status.
- 9.20. Where relevant, the student will be written to within 15 working days of the date on the decision letter to inform them of the options available to them to return to their studies. The student will need to consider any financial implications before they make a decision about their return. It is the student's responsibility to find out about their own financial circumstances and to contact the relevant funding bodies. Support to do so can be provided if needed.

## 10 Appeals

- 10.1. Students have the right to appeal against any decision taken under Stages 2 and 3 of the Return to Study section of this procedure.
- 10.2. Appeals will only be accepted if based on one of the following grounds:
  - there was a material procedural irregularity which may have affected the outcome  
or
  - there is evidence which was not considered by the decision maker(s) or Panel which may have affected the outcome and which the student could not reasonably have been expected to have submitted at the time; or
  - the decision made by the Panel was unreasonable in all the circumstances
- 10.3. Students may seek advice from the Edge Hill Students' Union Advice Centre.
- 10.4. Appeals against a decision made at Stage 2, Stage 3 or the Return to Study stage, must be made in writing to the Student Casework Team within 10 working days of the date on the decision letter, clearly stating the grounds for appeal.

- 10.5. On receiving written notice of an appeal, the Head of Student Casework will appoint a senior manager from the University to consider the student's appeal. Senior managers for this purpose are defined as any member of staff on a Management contract.
- 10.6. The senior manager can consult with any member of staff that may be able to provide relevant information, in order for them to consider the appeal. This can include but is not limited to, the original decision makers or Panel members.
- 10.7. The senior manager will make one of the following decisions regarding a Stage 2 appeal:
- Dismiss the appeal, or
  - Uphold the appeal and decide how the case should be managed. This could include referring the matter back to an earlier level of this procedure for reconsideration, making an alternative decision, referring to another relevant member of staff to make the decision, or any other reasonable course of action.
- 10.8. The senior manager should provide an outcome to the appeal no later than 20 working days after the student lodged their appeal with the Head of Student Casework. Where a decision cannot be made in that time, the Student Casework team will write to the student to advise them of the reason for the delay and propose a new date by when a decision can be expected to have been made.
- 10.9. The senior manager's decision will be final.
- 10.10. Where a student remains dissatisfied with the outcome of their appeal, they have the right to contact the [Office of the Independent Adjudicator for Higher Education](#)
- 10.11. Students may also wish to seek advice from the Edge Hill Students' Union Advice Centre.

## Key to Relevant Documents

As covered in section 4 there are a number of other University policies and procedures that may be relevant. These include but are not limited to:

- [Safeguarding Policy](#)
- [Student Disciplinary Regulations](#)
- [The Academic Regulations Appendix 17: Fitness to Practice Procedures](#)

There are also further relevant policies and procedures that may support students who are finding their studies challenging due to their wellbeing. These include but are not limited to:

- [The Academic Regulations Appendix 7: Procedures for the Submission of Exceptional Mitigating Circumstances](#)
- [The Academic Regulations Appendix 9: Interruption Policy](#)
- [The Academic Regulations Appendix 10: Repeat Year Policy](#)

## Annexes

### Annex A - Agenda for Stage 3 Support to Study panel

Prior to the formal commencement of the meeting, panel members will deliberate in private to discuss the case and highlight any areas which they believe require discussion.

1. The Chair will call for the student and any friend/representative to enter the room and will
  - welcome the student to the meeting and introduce each member of the panel
  - outline the panel's remit and the procedure that will be followed
2. The Chair will outline the concerns that have been raised which have resulted in referral to Stage 3 of the Support to Study procedure.
3. The Chair will invite the student to respond to the concerns and to disclose any new information or new evidence.
4. The Chair will then invite the faculty representative to discuss the student's academic position.
5. The Chair will invite questions from
  - panel members
  - the student
6. When the Chair is satisfied that the panel has received all of the relevant information and evidence, they will ask the student if they have anything further to add. The Chair will also ask the student whether they feel they have had a fair opportunity to present their case to the panel.
7. The Chair will outline that the panel will now consider their decision in private. The student should be informed that the decision will be communicated to them in writing within 10 working days. The Chair will then ask the student and any friend/ representative to leave the room.
8. The Panel will consider the information and evidence heard and discuss whether they believe the student it fit to study. They must then discuss what outcome is appropriate in the circumstances.
9. Close.

## Endmatter

Title	Support to Study Procedure
Policy Owner	Director of Student Services
Approved by	Academic Board
Date of Approval	5 July 2023
Date for Review	July 2024