



UNIVERSITY OF HULL

STUDENT SUPPORT FOR STUDY POLICY AND PROCEDURE

(replacing the Fitness to Study policy and procedure)

(Currently under review – in force until review concluded)

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Student Support for Study Policy and Procedure

1 INTRODUCTION

1. The University of Hull provides a welcoming, inclusive and supportive teaching, learning and research environment for all. The University has a diverse student population and is committed to admitting and supporting students with a broad range of needs.
2. The aim of the Student Support for Study policy and procedure is to support students where concerns are raised in relation to an individual's health, well-being or behaviour which may be impacting on their studies / academic progress (including placements) and/or their membership of the campus community.
3. It is acknowledged that at times students may experience a range of difficulties or challenges during their studies related to academic and personal matters. Such situations may extend beyond the scope and remit of the University support mechanisms and regulations and as a result require an alternative means of support and / or resolution. This may include circumstances whereby a student is judged, on substantial evidence, to be unfit to study by reason of posing a risk to themselves or others.
4. This policy and procedure seeks to be supportive, to ensure students are in the best possible place for study and supporting them to achieve their full potential whilst enabling the University to fulfil its duty of care and responsibility.

POLICY

2 PURPOSE

1. Student Support for Study is concerned with the capacity of an individual to participate fully and satisfactorily as a student on a University of Hull programme or module, in relation to academic studies and more broadly as an engaged member of the University of Hull community.
2. The policy and procedure is intended for use where the behaviour, disruption or risk exhibited by a student is considered serious or potentially serious and where this is linked to the health and wellbeing of the student.
3. Where a student has medical, psychological or wellbeing problems which cannot be managed via standard support arrangements, the Student Support for Study policy and procedure should be exercised when it is evident there are concerns appertaining to;
 - i) their ability to meet the reasonable academic requirements expected of a student on the programme concerned; and/or
 - ii) their ability to meet the necessary social and behavioural requirements for a student within our academic community

3 SCOPE

1. This policy provides a mechanism to enable those problems deemed to be outside the scope of other sets of regulations, such as the Disciplinary Procedure, to be managed.
2. This policy and procedure applies to all students registered at the University of Hull (with the exception of students studying at Hull York Medical School [HYMS] for which separate regulations apply as approved by the HYMS Joint Senate Committee) and includes those students on placement, field trips, study abroad and any other University activity on or off campus.
3. The Director of Student Services is responsible for the overall management, implementation and annual review of the policy and procedure.
4. The University of Hull aims to ensure that the entire procedure, including any appeal, is normally completed within 90 days of the student being informed of the concerns. Where any delays arise, the student and those involved in the process will be informed of progress and when it is likely to conclude.
5. The University is mindful of its obligations under the Equality Act 2010 and all decisions will be proportionate and carefully considered. The policy and procedure may be applied in the following instances, allowing for any adjustments required under equality legislation;
 - i) there are significant concerns about a student's ability to fulfil their academic study requirements without serious detriment to their own physical or mental health or the safety and wellbeing of others within the University community;
 - ii) standard University support arrangements have been offered and have been exhausted;
 - iii) a student has been detained under a section of the Mental Health Act (with consideration of capacity to engage with the policy and procedure).
6. Fitness to practice as required by some professional programmes, for example in Education, Medicine and Health and Social Care, (i.e. programmes leading to professional regulation and registration) have Fitness to Practice procedures that are specific to their practitioner discipline, and therefore operate outside the scope of this policy (see Regulations Governing the Determination and Investigation of Concerns about Fitness to Practise).

7. The policy and procedure apply across the student experience and not just in relation to the student's ability to engage with their academic studies. Decisions will be made in the context of the whole community giving due regard to the health and wellbeing of staff and other students.
8. Appendix 1 contains examples (not an exhaustive list) of situations / circumstances that may be raised as a cause for concern. This policy and procedure sets out the approach of the University of Hull in managing such situations.

4 DATA PROTECTION AND CONFIDENTIALITY

1. The University operates under General Data Protection Regulations 2018. The University processes all personal information including sensitive data in accordance with the University [Data Protection regulations](#).
2. Personal information regarding a student obtained under the policy and procedure will only be shared with relevant, appropriate members of staff who require the information to offer support to the student or to enable adoption of the policy and procedure. Where a member of staff deems it to be in the best interest of the student to disclose sensitive information to Student Services and / or external agencies (for the purposes of putting appropriate support in place), the student's informed consent should be obtained wherever possible.
3. In the event of the student not consenting to the sharing of sensitive information, this should be respected in most instances. There are rare occasions when sensitive information can be shared internally (and where appropriate) externally. These include;
 - i) Significant deterioration in health which could cause threat to their personal safety
 - ii) If the student is at risk of serious abuse or exploitation
 - iii) A student's behaviour is adversely affecting others
 - iv) If non-disclosure by a member of staff could lead to civil or criminal procedures (eg. Reporting a crime)
 - v) The student is under 18 years of age or considered vulnerable

5 GUIDING PRINCIPLES

1. The University has a wide range of support services and students will be encouraged and supported to engage with these services. All students are allocated a personal supervisor and are encouraged to engage with this support and discuss any challenges as early as possible.
2. Students are encouraged to seek independent advice to support them through the procedure from the Hull University Students' Union Advice Centre. During all stages of the procedure, students may be accompanied to meetings by a member of the University - usually either a member of staff or a fellow student, or by an advisor from the Students' Union Advice Centre. If a student wishes to be accompanied by someone who is neither a member of the University nor a Students' Union advisor agreement must be sought from Student Services.
3. Where appropriate, the student will be kept informed of progress and provided with a written explanation regarding any decisions or actions to be taken. Where possible, decisions will be made in agreement with the individual student.
4. The procedure comprises 3 stages of action, which can be entered at any stage depending upon the perceived seriousness of the individual circumstances and the situation that has prompted the concerns raised. The underlying principle is that, causes for concern about fitness to study are dealt with at the earliest possible point after being raised, and wherever possible remedied by action at stages 1 or 2.

5. The University reserves the right to escalate matters 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.

PROCEDURE

6 CONCERNS RAISED

1. It is the responsibility of the student to ensure they are fit to study and be an engaged member of the University community. The University provides a range services and facilities to support students in this. There may be situations whereby either the student themselves or a 3rd party has concerns that this may not be the case and in such situations, the University can invoke the Student Support for Study policy and procedure. This procedure will be invoked from a supportive, rather than disciplinary perspective, whilst also offering a formal route to deal with high risk situations, each is highly individual and must be dealt with on a case by case basis.
2. Concerns can be raised in a number of ways, from staff in academic and professional service areas, from other students or through student self-disclosure. All concerns should be reported to Student Services in the first instance using the [report form](#).
3. The decision as to the next steps will be made after consideration of supporting evidence by the Director of Student Services or the Head of Student Support and Experience. Where appropriate, further information may be sought from the students' academic area and / or other service areas across the university and if deemed appropriate, a case review meeting held. All other possible policies and procedures will also be assessed for relevance / as an alternative at this stage.
4. Once the information and evidence has been reviewed and it has been deemed appropriate to invoke the Student Support for Study policy and procedure, the stage at which the procedure will be entered and the most appropriate way to approach the student will be determined.
5. A meeting at the relevant stage will be arranged with the student and appropriate staff in attendance. Wherever possible, the number of attendees should be kept to a minimum to avoid additional stress and anxiety for the student.
6. If a student is progressing well and the concern raised is related to a non-academic issues then Student Services will work with the academic area to ensure that there is no detrimental academic impact on the student.

7 CONDUCTING MEETINGS

1. The student should be reassured that any meeting scheduled was necessary as part of the University's duty of care to its students, and is intended to be supportive. The student must have been made aware of the policy and procedure prior to the meeting and the Stage and its intent explained to them including the precise nature of the behaviour that has caused the concern, with examples where appropriate.
2. The student should be encouraged to explain their views on the matter and to provide as much background as they are comfortable with discussing.

3. The member of staff will explain the impact on the student and others and, where appropriate, offer appropriate supportive outcomes and in particular, encourage use of one or more of the support services provided by the University.
4. The nature of the discussion will determine possible outcomes. Examples may include that the student is advised to:
 - i) Access specific service(s) within Student Services, their GP or another external service, for instance to seek specific/specialised advice on matters that may be worrying them
 - ii) Take some form of remediation action with regard to problems around academic performance e.g. submit a Mitigating Circumstances request to cover under-performance
 - iii) Work on time management and academic skills development to improve academic performance such as completion of required assessments
 - iv) Attend classes, increase engagement with studies and submit drafts for feedback, attend tutorials, etc.
 - v) Avoid certain areas or people for a period of time where there have been interpersonal problems. Mediation may be appropriate in some circumstances

8 STAGE 1 – EMERGING CONCERNS / INFORMAL REVIEW

1. If the academic Head of the student's academic area and the Head of Student Support and Experience determine that Stage 1 is appropriate, then the Head of academic area will arrange for a member of academic staff to raise the concerns with the student and invite them in for an informal meeting/discussion.
2. This would normally be a member of staff with knowledge of the student concerned, such as a Personal Supervisor. If the staff member has limited experience in dealing with this sort of situation they can engage with a senior tutor if available or a member of Student Services will provide advice/guidance on how to approach the student and discuss difficult issues. In exceptional circumstances a member of Student Services may be invited to attend the meeting.
3. This meeting is intended to be informal and supportive in nature and to encourage open discussion. It should be held as soon as is practicable and be a fact-finding and non-confrontational discussion of the possible issues or problems.
4. It is anticipated that most cases can be resolved informally at this stage, with the student engaging with the process and accessing the support available through academic and professional services.
5. Notes of the meeting should be made, including any plans agreed between the staff member and the student, with a copy setting out the plans agreed sent to the student for the purposes of clarity. The member of staff will arrange to meet with the student to review the situation in an agreed time period, normally of not more than one month.
6. If the concerns about a student's fitness to study have been significantly reduced and/or eliminated, no further action is required. In some circumstances it may be necessary/appropriate to extend the review period by mutual agreement and in which case an appropriate number of additional meeting(s) will be agreed.
7. The notes on the informal stage will be attached to the student record, and if the outcome is judged to be successful, the Stage will be signed off jointly by the Head of Student Support and Experience and the Head of academic area.
8. If informal intervention is unsuccessful, either at the initial or review meetings, or the case is deemed too serious to be addressed informally, Stage 2 of the procedure may be invoked.

9. If concerns arise at a later time, Stage 2 of the procedure may be invoked.

9 STAGE 2 – CASE REVIEW PANEL: FORMAL INTERVENTION

1. If action taken under Stage 1 has not been successful or if the concerns raised are too serious to be dealt with informally, Stage 2 is invoked. This is a formal review undertaken by a Case Review Panel and based on the evidence made available / submitted to the Panel. A standard Risk Assessment, (available through Student Services) and must be completed by staff in Student Support and Experience in partnership with the academic staff member/team raising the issue prior to the Panel being convened.
2. Following the case review panel, if it is deemed appropriate to proceed a formal meeting under the Student Support for Study policy and procedure will be convened and administered by the student's home Faculty. The Faculty will provide a clerk to the Panel, which is usually made up of the following:
 - i) Director of Student Services or Head of Student Support and Experience as panel chair
 - ii) A representative of the academic area – this may be the Personal Supervisor, individual making the referral or Head of academic area depending upon the individual circumstances
 - iii) Faculty representative: Associate Dean Education or Student Experience
 - iv) A representative / representatives from appropriate specialist services team e.g. Registry Services, International support, Welfare, Safeguarding, Accommodation, Student Life team or any other deemed relevant
 - v) Other individuals who may have additional information / insight as deemed appropriate by the panel
3. The student will be given written notice of the meeting, normally, 10 working days, and the letter will inform them of the purpose of the meeting and may request additional / necessary documentation. The student will be encouraged to provide detailed information, including relevant documents and medical evidence, ideally provided by their GP or medical practitioner. The student will be provided copies of any documents seen by the Panel and an electronic copy of the policy and procedure.
4. The student will be invited to attend the Case Review Panel Meeting in the majority of cases. If there are concerns regarding the attendance of the student at the panel meeting this needs to be discussed by the panel and where appropriate, justification of the decision provided to the student. If the student attends the case review meeting they have the right to be accompanied by a friend or representative.
5. The meeting will normally proceed and the panel consider the case even if the student does not attend as agreed, engage in the process, or not provide requested evidence.
6. The outcomes available to the Panel are:
 - i) that no further action is required; in which case the notes on Stage 2 will be attached to the student record, and will be signed off jointly by the Chair and the Head of academic area
 - ii) to monitor the student formally for a specified period of time by way of;
 - a. an agreed action plan (or an Acceptable Behaviour Contract where appropriate) detailing steps the student needs to take and the support provided by the University.
 - b. regular review meetings with a nominated member of staff.
 - c. The student must be made aware that any breach related to the action plan or review meetings may result in their case escalating to Stage 3.
 - iii) to recommend a specific academic arrangement be put in place that is agreed between the Faculty, academic area and the student. The arrangement may include a suspension of studies. If the student does not agree to the recommended course of action, the case will move to Stage 3.

iv) to refer the case directly to Stage 3 - this will be considered in serious cases where the student is considered to be at risk, or a risk to others in the University community, or there are safeguarding concerns / issues.

7. All documentation appertaining to the meeting (i.e. notes of agreed action plan) will normally be sent to the student within 5 working days of the meeting. The student should be asked to agree to the Action Plan by signing and returning one copy to the Faculty. A copy of the documentation will be forwarded to Student Services and a copy held on the student's record.

10 STAGE 3 – CASE REVIEW PANEL: SIGNIFICANT / SERIOUS CONCERNS

1. Stage 3 of the Student Support for Study policy and procedure should be initiated when a student fails to address concerns addressed in Stage 2, or where the circumstances presented are;
 - i) particularly detrimental/serious, questioning the ability to study successfully; and/or
 - ii) there are concerns over their ability to be a member of the university community; and/or
 - iii) there is evidence of risk to the student and/or others.
2. Any case that is progressing from stage 2 to 3 will require the Stage 2 Risk Assessment to be updated in conjunction with Student Services prior to the Panel convening. This updated risk assessment must be forwarded to the Director of Student Services for consideration and agreement or otherwise.
3. If deemed appropriate the Director of Student Services will convene a Case Review Panel, with a clerk appointed from the Student Services Directorate. The purpose of the Panel is to review the student's case notes including any further requested by the panel and agree appropriate actions.
4. The Panel will normally be comprised of the following;
 - i) Director of Student Services (or their delegate) as panel chair
 - ii) A representative of the academic area – this may be the Personal Supervisor, individual making the referral or Head of Academic Area depending upon the individual circumstances
 - iii) Faculty representative: Associate Dean Education or Student Experience
 - iv) A representative / representatives from appropriate specialist services team e.g. Registry Services, International support, Welfare, Safeguarding, Accommodation, Student Life team or any other deemed relevant
 - v) Other individuals who may have additional information / insight as deemed appropriate by the panel
 - vi) An independent member of staff who has not been involved in Stages 1 or 2 of the procedure (preferably from another academic area or faculty).
5. The student will be given written notice of the meeting. Normally, 10 working days will be given and the letter will inform the student of the purpose of the meeting and request any necessary documentation, if not previously provided a copy of the policy will be included. As with the Case Review, the student will be given the opportunity to provide detailed information, including further medical evidence.
6. The student will be invited to attend the Case Review Panel Meeting in the majority of cases. If there are concerns regarding the attendance of the student at the panel meeting this needs to be discussed by the panel and where appropriate, justification of the decision provided to the student. If the student attends the case review meeting they have the right to be accompanied by a friend or representative.

7. Documentation to support the case review meeting will be sent to the student and the Panel in advance of the meeting and should include:
 - i) Details of the case including all evidence, the timeline and any previously agreed Action Plans.
 - ii) A copy of the Student Support for Study policy and procedure.
 - iii) Any medical or other evidence provided by the student.
8. The Fitness to Study Panel meeting will normally proceed and the panel consider the case even if the student does not attend as agreed, engage in the process, or not provide requested evidence. The meeting may also proceed if an invited attendee is unable to attend. If the panel deem that the concerns about a student's fitness to study have been substantially reduced and/or eliminated, no further action is required.
9. Where action is considered to be necessary, the Panel will make a recommendation to the PVC (Education) (or, in his/her absence, an alternate member of Executive to whom the PVC (Education) has delegated his authority). The possible recommendations may be that:
 - i) subject to the student's consent and agreement of the Faculty/academic area, it is necessary and appropriate to adjust the hours of study; this will be negotiated between the student and the academic area. (The faculty should make the student aware of any academic and financial support implications of this action).
 - ii) an alternative course of action considered to be proportionate and appropriate by the panel can be applied. This may include review by the UoH Occupational Health Service at request of the panel.
 - iii) owing to significant health and / or wellbeing issues it is deemed appropriate for the student to spend time at home (which may or may not include a period of suspension of studies) to allow the student to get back to full health and / or better manage their health condition. Such situations may include instances where a student's health or wellbeing condition has extended beyond the support capabilities and / or capacity of the university and it is considered there are significant risks to the student by remaining in on-campus accommodation.
 - iv) without the student's consent, it is necessary and appropriate to suspend the student's studies for an period of no more than 4 weeks to allow the student to undergo assessment by a medical professional; to access support services within or external to the University; or for the University to obtain further information and / or evidence. The student should be informed in writing of the suspension and any conditions attached to it such as prohibitions on activities or access to specified parts of the University estate.
 - v) without the student's consent, it is necessary and appropriate to exclude the student from all or part of the University estate and/or its services, for a short initial period of no more than 4 weeks to allow the student to undergo assessment by a medical professional; to access support services external to the University; or for the University to obtain further information and / or evidence. The student should be informed in writing of the exclusion, the reasons for it and any conditions attached to it.
10. Any period of suspension should be reviewed at the end of the 4-week period to decide on any further course of action. If further suspension or exclusion of up to a year is necessary and appropriate, with or without the student's consent, this can be approved by the PVC (Education) or their delegate to allow the student to resolve areas of concern.
11. If the Stage 3 formal intervention and or requirements are unsuccessful, with or without the student's consent, it may be necessary to terminate the student's studies at the University. This recommendation should only be made in the most serious cases, taking into account the nature of the case, any medical evidence and the individual's circumstances. Such a recommendation should be on the grounds that either there is no reasonable prospect of the student re-engaging with their

programme of study in the mid to long-term, (for example due to significant health issue), or safeguarding issues are such that they are a continued risk to themselves and/or others.

12. Where it has been agreed to terminate a student's studies at the University or impose an interruption of studies (suspension), Registry Services will ensure that this is recorded on the student's central record. This should also be held on record by the academic area. In the event of termination the student will be entitled to the credits or award gained to date.
13. Where there is a risk to the student or the University that is considered to be very high, an immediate temporary suspension to studies or exclusion from all or part of the University estate and/or its services may be the most appropriate course of action. In such cases the matter should be referred straight to the PVC (Education) (or their delegate) who may impose a temporary suspension or temporary exclusion on the student, with a review within 4 weeks.
14. If the student is a Postgraduate Research student, the PVC (Research) and / or Director of the Doctoral College will be jointly responsible for the decision.
15. The student will be notified in writing of the decision and terms of the suspension or exclusion. The terms of the suspension or exclusion will be specific to the individual case, and may have qualifications attached such as permission to attend a specific event for example attend an examination, or meet with specified University support services or Student Union Advice Service.
16. A Review Panel, where possible should be convened to review the circumstances leading to the temporary suspension or exclusion, which may result in one of a number of recommendations, including to extend the terms to a further period of suspension, to extend the period of exclusion, to terminate the student's Programme of Study, to invoke a Fitness to Study Panel to consider the case, or other action considered appropriate and proportionate.

11 APPEALS

1. Providing the student has grounds (see below), they may appeal against a decision made under the Student Support for Study policy and procedure.
2. An appeal against the outcome of a case review panel must be lodged within 15 days of the case review meeting. The request for appeal must be made in writing to the Executive Officer to the Director of Student Services (or their delegate) who will refer on to the Student Cases Committee. Students may only appeal against a decision if they can show that:
 - i) they have new substantive information that may have affected the decision;
 - ii) there has been significant failure of due process in the making of the original decision, which the student believes affected that decision (to include procedural irregularity, bias or prejudice)
3. On receipt of the statement of appeal and supporting evidence, the Executive Officer to the Director of Student Services (or their delegate) will record the date of receipt and check that the appeal meets the criteria and that evidence has been submitted. If evidence has not been submitted the student will be contacted and given five working days to submit. The appeal will then be forwarded to the Chair of the Special Cases Committee who is an academic member of staff.
4. If the appeal is rejected at this initial stage then the Special Cases Committee Secretary will write to the student confirming the decision. If the request for appeal is accepted, the case will be reviewed by a new panel.
5. If the student remains unsatisfied with the outcome following review by a new panel they should follow the University of Hull Student Complaints Policy and Procedure.

12 RETURN TO STUDY

1. Where a Student Support for Study case review panel made a recommendation regarding suspension or exclusion, the original panel (with as member original members as possible) will reconvene to consider whether it is appropriate for the student to resume studies and / or return to campus.
2. In all cases the student will be required to provide appropriate evidence, such as medical evidence from a GP or other medical practitioner, of fitness to resume their studies, this may include follow up review by Occupational Health Services. An updated risk assessment should be completed in conjunction with Student Services, and submitted to the relevant Panel.
3. Stage 2 Suspension: If the decision made at Stage 2 was suspension, the decision about return to study can be made by the Case Review Panel and does not require referral to the PVC (Education).
4. Stage 3 Suspension / exclusion: If under Stage 3 the PVC (Education) (or their delegate) made the decision to suspend or exclude on the recommendation of the Case review panel, the Panel should reconvene to consider whether the student is fit to return to studies, and make a recommendation to the PVC (Education). The PVC will make the final decision based on that recommendation. If the PVC (Education) is absent the recommendation should be made to the PVC (Education) delegate who will make the final decision.
5. Where the student concerned is a postgraduate research student, both the original and final decisions to suspend will be made jointly with the PVC (Research and Enterprise) and Director of the Doctoral College.
6. The Panel agreeing or making the recommendation in support of the student's return to studies after a period of suspension or exclusion should identify the key elements for a return to study. The academic area (and if / where appropriate Student Services) will be responsible for drawing up an action plan to support the return to study and / or campus.
7. The plan will be time limited with a formal review point, and draw on support related to both academic studies and wellbeing, learning and welfare support; it may include review meetings, specific academic and/or study skills activities, referral to specific support staff or any other relevant support. Should the return be unsuccessful, the Student Support for Study policy and procedure will be re-applied, with entry at any stage depending on the situation.

13 SUPPORTING DOCUMENTS

1. A series of templates and supporting documents have been developed to support the process and are available on the Services SharePoint site or r.dennison@hull.ac.uk

14 FURTHER INFORMATION

1. For further information on anything in this policy and procedure document, or for availability in larger text format, please contact University of Hull Student Services in the first instance.
(r.dennison@hull.ac.uk)

APPENDIX 1

The following provides examples of situations / scenarios which may result in concerns raised and the Student Support for Study policy and procedure being invoked. Please note the list is not exhaustive and each situation will be reviewed on an individual basis;

- Concerns raised by concerned other(s) e.g. a friend, housemate, other student(s), services or academic staff, medical professional either whilst the student is at university or whilst engaged in university-led extra-curricular activities such as field trips & placements.
- There has been a significant deterioration of the student's mental, physical or emotional health.
- The student has told a member of staff that they have concerns about their own fitness to study.
- Academic staff have noticed a rapid deterioration in academic performance and have concerns about underlying and more serious problems.
- Significant deterioration in attitude and/or attendance highlighted through very poor engagement with timetabled activities and may coincide with failure to submit a number of assessments and/or an unusually high number of Mitigating Circumstances applications.
- The student's academic performance or personal conduct (which may include a disregard for their own and/or others' health and safety), is not acceptable and evidence suggests this to be the result of an underlying physical or mental health problem; this may include symptoms such as a noticeable change in mood / disposition, poor personal hygiene, social withdrawal, emotional distress, signs of self-harming.
- The student has been convicted of a criminal act outside the University that includes offences related to drugs and violence. (This aspect will also need to be flagged up to CCRA Panel).
- The student engages in behaviour that would normally be dealt with as a disciplinary matter, but which is suspected/known to be the result of an underlying physical or mental health problem. There may be concerns about risk to both the individual and to others s/he comes into contact with.
- The student has exhibited behaviour(s) of a level of seriousness such that s/he may be a risk to others.
- Increased self-declared sickness episodes which have continued beyond informal support mechanism
- Instances where an individual's condition, conduct or behaviour places unreasonable demands on staff or other members of our community. For example, where a student may have a health condition which

is not being managed effectively and results the need for particularly high levels of support which may be beyond what is reasonable for the university to provide.

- Difficulties with living communally, disruptive behaviour and/or unrealistic expectations of support from other students.