



## Support to Study Policy

---

### INTRODUCTION

1. This policy relates to concerns regarding an individual's capacity to participate fully as a student in relation to academic studies and life generally at New College of the Humanities (the College) due to their 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. Unless it is informed otherwise, 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 or disclosures raised by faculty (from degree programmes or the NCH Diploma), professional staff, the student themselves, or fellow students.
5. This policy should be used when a student's capacity to participate as a student is a cause for concern. This may be a cause for concern or disclosure as a result of a wide range of circumstances, including (but not limited to) the student's behaviour and/or engagement with their studies.<sup>1</sup>
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, a member of the Senior Management Team (SMT) will have the authority to invoke this policy by temporarily suspending a student(s). In these circumstances, the SWT will be notified as soon as is practicable.

---

<sup>1</sup> 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; Drugs and Alcohol Policy; Prevent Policy; Extenuating Circumstances Policy; Declaration of Criminal Convictions Risk Assessment; Student Welfare Policy.

## MAIN CONTENT

### IMMEDIATE RISK OF HARM

7. If a student poses an immediate risk of harm to themselves and/or others, they may require emergency assistance outside of these procedures. In such cases, the individual(s) who identifies the incident must report it immediately to a member of the Senior Management Team (SMT) either directly or by appointing a person to do so [Chief Operating Officer (COO), Executive Dean (ED), Registrar, HR & Operations Manager (HROM), Head of Quality Assurance (HQA), Financial Controller (FC), and Director of Marketing (DoM)]. The SMT member will assess and manage the incident by applying one or more of the following:
  - 7.1. Calling the emergency services if not already called.
  - 7.2. Informing a member of the SWT as soon as is practicable.
  - 7.3. Arranging for the student to be moved to a safe place.
  - 7.4. Contacting the student's emergency contact if it is reasonable to do so.
  - 7.5. Any other appropriate and proportionate action.
8. Following the incident, the member(s) of staff who assessed and managed the situation in paragraph 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.
  - 8.2. Invoke a temporary suspension,<sup>2</sup> with immediate effect, where the risk is assessed as medium or 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 at the earliest opportunity.

---

<sup>2</sup> 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.

## 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 seek advice themselves, in confidence, from the SWT.<sup>3</sup> If the College feels it is necessary to intercept and involve either other members of staff or external professionals, the individual providing the information will remain anonymous.
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 evidence to illustrate their concern or disclosure. The evidence may include reports about situations which have arisen, or which show a decline in the student's health and wellbeing or 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:<sup>4</sup>
  - 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 giving details of:
    - 14.1.1. Steps the student and the College should take, including any reasonable adjustments agreed, in order to enable the student to continue to study without further difficulty or disruption.<sup>5</sup>
    - 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) or transfers to another programme.<sup>6</sup>
  - 14.3. Any other appropriate or proportionate action. This could include a direct referral to Stage 2 if, following the meeting, it becomes

---

<sup>3</sup> If the concern is about safeguarding or Prevent, the Registrar should be informed.

<sup>4</sup> [APPENDIX B](#)

<sup>5</sup> Please refer to Appendix A for a list of possible adjustments.

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

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 will be carried out as agreed in the support plan to discuss the effectiveness of the support.
16. The SWT and the member of faculty are encouraged to make more than one attempt to engage the student with this process before referring to Stage 2, as they are in the best position to observe the student's engagement and the effectiveness of the support.

## **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 case being referred as the student has not agreed or engaged with the support plan.
    - 17.1.2. The case being 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.<sup>7</sup>
18. Within 10 working days of receipt of the form the AR will confirm the case falls within the remit of this policy, and 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.

## **STUDENT SUPPORT 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.<sup>8</sup> The Registrar will chair the SSP and appoint a Secretary.

---

<sup>7</sup> Accompanying documentation must be in English and may include emails, support plans, medical records.

<sup>8</sup> 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.
  - 23.2. The Secretary will provide the student with:
    - 23.2.1. 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.
    - 23.2.2. A hard copy of the AR's report from the preliminary investigation.
    - 23.2.3. The procedural and logistical arrangements of the SSP.
    - 23.2.4. The identity of the other attendees at the SSP meeting.
    - 23.2.5. The student's right to be accompanied to the meeting, 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 within this period, 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 5 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 parties are 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 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 support services through the help of the SWT. The temporary suspension will be reviewed, and a further temporary suspension can be imposed.
  - 34.2. Where appropriate an enhanced action plan can be agreed.
  - 34.3. A BIS for a period up to 12 months.<sup>9</sup>
  - 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), a recommendation will be made that the student is permanently excluded or required to withdraw. This recommendation 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:

---

<sup>9</sup> Where the SSP has implemented #34.3 they will be consulted prior to the student's return to study to ensure appropriate support is in place.

- 35.1. The impact non-attendance will have on the student's studies in the event that a student successfully appeals the decision.
- 35.2. The impact the student's attendance would have on other students' learning.
- 35.3. Whether it was in the student's own best interest not to attend.

### **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.
  - 36.2. The SWT should be informed as soon as is practicable.
  - 36.3. The HoF should inform relevant faculty members (Major and Minor) as soon as is practicable.
  - 36.4. Should the student have scheduled tutorials and/or lectures that day, those faculty members should be informed as a priority.
  - 36.5. Other relevant faculty should also be informed, including the student's Personal Tutor, Diploma Coordinator, and Director of Careers.
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 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 will normally be requested from the student which considers their ability to fully engage with their studies and meet the requirements of the programme.
41. A student will only be permitted to return if, after receiving and considering the medical evidence, the SSP is satisfied that the student is able to return.
42. If a decision to suspend has been made, a SSP should be convened to consider any support that the student may require to support a return to studies. A member of the SWT may be requested to join the SSP if they are not already a member of the panel.
43. The general expectation is that the student will take personal responsibility for fully engaging with this support.

44. A student who does not engage with the support plan may be withdrawn from the College.
45. A student who returns after a BIS will meet with a member of the SWT. Further information 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 paragraph 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 Office of the Independent Adjudicator (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. An annual report on Support to Study will be provided to the College's Academic Board and NCHNL Board.
-

<b>Title: Support to Study Policy</b>				
<b>Approved by: Academic Board</b>				
Version number	Date published	Author	Location	Proposed next review date
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; Drugs and Alcohol Policy; 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			

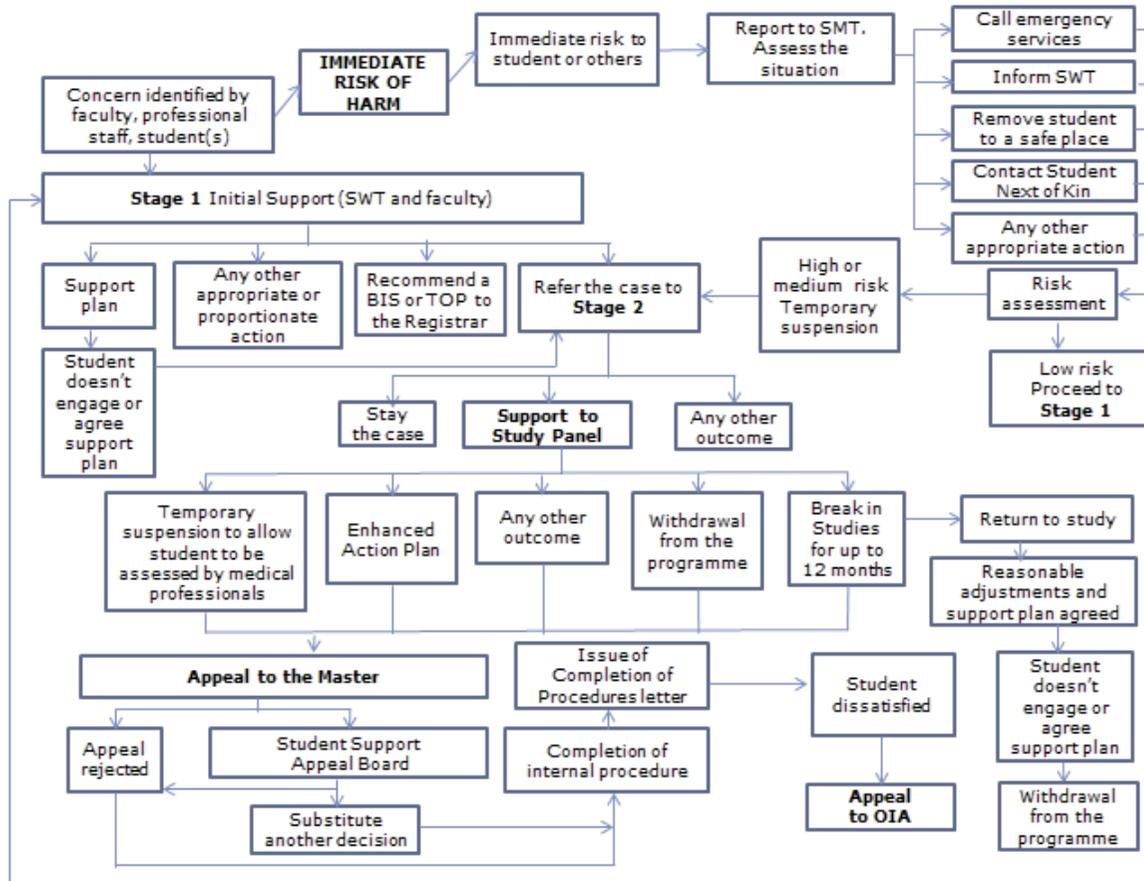
## **APPENDIX A: POSSIBLE EXAMPLES OF REASONABLE ADJUSTMENTS**

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 that 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 LASO. The LASO 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

*Please provide a summary of the case and list the documents that are being submitted to support this referral:<sup>10</sup>*

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

<b>Declaration</b>	
Staff name	
Staff signature	
Date	

Please submit completed form and supporting documents to  
[kathryn.walsh@nchlondon.ac.uk](mailto:kathryn.walsh@nchlondon.ac.uk)

## APPENDIX D



New College  
of the Humanities

## Student Appeal Form<sup>11</sup>

**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>		

<sup>11</sup> Please email [sas@nchlondon.ac.uk](mailto:sas@nchlondon.ac.uk) to obtain a word version of this document.

--

**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.*

--

**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:**