

## **Support to Study Policy**

### **1. Scope**

- 1.1 This policy applies to students following higher education programmes.

### **2. What is Support to Study?**

- 2.1 The purpose of the Support to Study Policy is to best support you, and other members of the Walbrook community, if you are experiencing challenging circumstances. We will use the Policy to assess whether you are well and able to continue participating in your studies. It includes situations where there is a concern about:
- i Your physical and/or mental well-being and/or the impact of a disability or learning difference and/or
  - ii Where your behaviour – likely a result of your physical or mental well-being, disability or learning difference – presents a risk to others within the Walbrook community.

### **3. Identifying a concern**

- 3.1 You may identify yourself that you are not well enough to study or a concern may be raised by us. We may also need to consider whether you need additional support where an assessment extension or deferral offered through the Extenuating Circumstances Policy may not be sufficient to support you in your studies.
- 3.2 We will always aim to engage with you directly if we identify a concern. However, in certain situations, it may be necessary for us to go ahead in using this Policy without your engagement. This includes:
- i Situations where you may not be well enough to participate, or where participation would not be in the interests of your wellbeing and/or;
  - ii Where there is a critical concern about your well-being or behaviour that means we need to take urgent action to protect you or other members of the Walbrook community.
  - iii Where you decide that you do not want to participate in a discussion with us.

## 4. Support for you

- 4.1 We recognise it will likely be a challenging time for you if your circumstances mean that we are considering whether you are well enough to continue studying. Support is available to you from Student Services. You may also be seeking or receiving support from sources beyond Walbrook such as your GP or other health-related services.

## 5. Behaviour concerns

- 5.1 Where there is a concern about your behaviour that has resulted in misconduct, we will decide if your situation should be considered under this Support to Study Policy or under the Student Disciplinary Policy. The Support to Study Policy will normally be used where there is evidence (see Section 2) that your behaviour was primarily as a direct result of a specific physical health, mental health disability or learning difference. The Student Disciplinary Policy will be used where there is insufficient evidence that the misconduct occurred due to a physical health, mental health disability or learning difference.
- 5.2 We may use the Student Disciplinary Policy and the Support to Study Policy where there is evidence to show that your misconduct was due to a physical health, mental health, disability or learning difference but where also your behaviour resulted in a significant impact to another member/s of the Walbrook community, its premises/facilities, its reputation, or where there is evidence of criminal activity. Where it is appropriate to apply both policies, we will determine the sequence in which this happens to ensure that the process is proportionate, fair and reasonable.
- 5.3 The Registrar or their nominee will determine how this policy applies where a complex case arises.

## 6. How we will consider the support you require

### Step 1: Desk-based review

- 6.1 The Student Support team will draw together the information we have so far about your circumstances and will take the following actions:
- 6.2 In a crisis situation where your well-being or behaviour indicates that there is an actual or potential immediate risk to you or to other individuals in the Walbrook community, we will firstly undertake a risk assessment. This assessment will be undertaken by a senior member of the Student Support team. Our assessment will normally be informed by a conversation with you as well as any other information that we have about your current well-being and/or behaviour. If you are unable to participate, the assessment will be carried out without your involvement. The outcome of the assessment will be that either:
- i There is no risk of harm to you or to others and we will progress to Step 2.

- ii There is a risk of harm to you or to others and we will put in place temporary precautionary measures before proceeding further.
- 6.3 Temporary precautionary measures are actions we take to protect your wellbeing and/or other members of the Walbrook community. Measures we may take will depend on the specific circumstances but can include temporarily suspending you from your programme and/or from using Walbrook facilities or putting in place a non-contact agreement with other member/s of our community. We may also decide to put other reasonable measures in place where we consider this is necessary to address the risk.
- 6.4 Temporary precautionary measures will be signed off by the Director of Students (or nominee) and you will be informed in writing about what they are, why and for how long they have been put in place, when they will be reviewed and what this position means for progressing the Support to Study process. You can appeal a Temporary Precautionary Measure decision and information about how to do this is provided in Section 7 below.
- 6.5 In non-crisis situations, we will meet with you to talk through your circumstances and to consider if specific additional support would help. This may be support provided by Walbrook and/or support from outside (e.g. medical support).
- 6.6 Where it is identified that additional support would enable you to progress with your studies, we will document this action to you in writing as well schedule a follow-up meeting to assess the impact of that support. Where the support is having a positive impact, we will continue to schedule check-in meetings with you until we agree that these are no longer needed.
- 6.7 Where there is evidence to show that additional support is not or will not be sufficient to support you in continuing with your studies at this time, or where it would not be in the interests of your wellbeing, we will progress to Step 2.

## **Step 2: Support to Study review meeting**

- 6.8 A Support to Study review meeting will be put together where you may not be able to continue with your studies at this time and/or where you have been given temporary precautionary measures which have since been lifted.
- 6.9 The review panel will comprise the Director of Students, the programme leader and a senior member from each of the Quality Policy and Regulation and Student Support teams. The reason for there being more people involved in Step 2 is because your circumstances may well be more complex which therefore requires a wider range of opinion on what steps to take. The purpose of the Review is to:
- i Review the information that the Student Support team has drawn together about your circumstances
  - ii Consider your views about your current circumstances

iii For you to hear the views of the review panel

iv Establish the best way to proceed

6.10 You will be sent an invitation to attend the review meeting and will be given at least ten working days' notice. The invitation will include a copy of the same documentation that the review panel receives. You can be in attendance when the panel considers the evidence, but you will be asked to leave when it considers its decision.

6.11 You may bring a friend, family member or other supporter to the review meeting.

6.12 In some circumstances your health or wellbeing will mean that it is not possible for you to attend the review meeting, or you may choose not to engage with the process for other reasons. The review meeting will go ahead in your absence and will base its decision on all other information that is available, including any information that you have been able to share with the review panel in advance.

## **Outcome from Step 2**

6.13 The review panel will agree one of the following outcomes:

- i You can continue your studies with a support plan to which you would need to agree. The plan would contain specific actions and/or adjustments as well as a review date to ensure that it continued to be in your best interests.
- ii The review panel will make a recommendation to the Registrar (or nominee) that you will need to break your studies for a specified period to enable you to focus on the support that you require. Conditions of that break will be provided to you as well as information about returning to study.
- iii The review panel will make a recommendation to the Registrar (or nominee) that you can no longer study at Walbrook. The review panel decision will include whether this is a permanent exclusion or, if at some time into the future, a reapplication to study could be possible and in what circumstances.
- iv The review panel has insufficient information on which to make a decision and will specify what information is required to enable its decision to be concluded.

6.14 If the Registrar (or nominee) does not approve the panel's recommendation, you will be informed of this outcome in writing. The Registrar (or nominee) may either request the panel to reconsider its recommendation or determine an alternative course of action.

6.15 You will normally be notified of the outcome of the review meeting within ten working days of the hearing. Wherever possible, we aim to meet with you in person to provide you with the written outcome so that the contents can be explained.

## Appealing the outcome of a Step 2 or temporary precautionary measures decision

- 6.16 You may appeal the outcome of a Step 2 or temporary precautionary measures decision by using the Appeals Policy.

## 7. Returning to study

- 7.1 We will approach you at the end of the break period.
- 7.2 We will set up a meeting between you and a member of the Student Support team to talk through how you are doing and if you are fit to return. We will normally ask for relevant medical or support service evidence so that we can further understand your readiness to return. We will not normally agree to your return where medical or support service evidence does not support that decision.
- 7.3 Your return to study will be authorised by the Director of Students.
- 7.4 Where it is possible for you to return, we will discuss any on-going support that you may need from Walbrook or beyond. Once you are back, we will continue to schedule check-in meetings with you until we agree that these are no longer needed.

## 8. How we record information and decisions

- 8.1 We will keep a record of all Step 1 and Step 2 support to study review panel decisions, follow-up meetings and Appeal hearings.

## 9. Any questions?

- 9.1 Please contact the Quality, Policy and Regulations team or the named contacts in this document.

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