

King's College London Statement on our duty of care to students

As outlined in the [King's Community Charter](#), King's College London creates a culture that promotes positive mental health and wellbeing and supports a proactive and holistic approach, whilst recognising the need of the individual.

As per [the Department of Education's statement](#), "providers [owe] a duty of care to not cause harm to their students through the university's own actions." In respect of our student communities, "higher education providers have a general duty of care to deliver educational and pastoral services to the standard of an ordinarily competent institution and, in carrying out these services, they are expected to act reasonably to protect the health, safety and welfare of their students."

We provide a range of Student Services to support students in their studies, and to remove barriers to participation, continuation, progression and attainment. We are responsible for providing the services to our community that we have outlined in our prospectus, marketing, and other relevant information.

Universities are not statutory health bodies, and – as such – are not expected to develop or deliver bespoke physical health or mental health treatment services. Where a student's needs exceed those that can be met by the university, our escalation pathways are to the NHS and other statutory services, and to students' trusted contacts. This enables us both effectively to signpost individuals where those needs are beyond those that can reasonably be met by an educational institution, whilst also taking account of the needs of other students and staff.

Pyramid of support model at King's

