

Support for Study Policy	
Policy category	Academic
Subject	Support for Study
Responsible officer	Director of Students & Education
Delegated authority	Student Services
Related university policies and regulations	Academic Misconduct Policy Non-Academic Misconduct Policy Fitness to Practise Policy
Related procedures	Support for Study Procedure (appendix to this policy) Student of Concern Procedure Student Conduct & Appeals Committee Procedures
Approving authority	Academic Standards Sub-Committee
Date of approval	28 June 2023
Effective date	01 September 2023
Supersedes	Fitness to Study Policy

I. Purpose & Scope

King's College London recognises the importance of a student's health and wellbeing in relation to their academic performance, progression and wider student experience.

There may be occasions where a student's physical or mental health may give rise to concerns about the student's fitness to study and capacity to engage with their studies and/or about the appropriateness of their behaviour in relation to the university community including where continuing their studies, may cause detriment to their safety and physical health and wellbeing.

The aim of this Policy is to enable a student to succeed and progress in a supportive environment, whilst being mindful of the need to ensure safety and wellbeing of the student themselves and of other university members.

The university is committed to its duty of care and its obligations under government legislation:

- Equality Act 2010
- General Data Protection Regulation (GDPR) and the Data Protection Act 2018
- Mental Health Act 2007
- Safeguarding Vulnerable Groups Act 2007
- Human Rights Act 1998

This Policy and the Support for Study Procedure are supportive measures and should not be considered from a misconduct perspective. If a student states that the behaviour giving rise to a misconduct concern is related to their disability, the Student of Concern Management Group (on behalf of the university) may consider whether to proceed with misconduct action, and/or to refer the student to this Policy.

The university reserves the right to invoke the Conduct Policy, where a student's health, wellbeing or behaviour pose a risk of harm to either themselves or others, or where the student does not respond to supportive intervention.

The university reserves the right to invoke the Fitness to Practise Policy where the university has concerns about the student being fit to register and practise under a professional programme, as outlined in the Fitness to Practise Policy. Please see **10 Support Study and Fitness to Practise** for further details.

The Support for Study Policy does **not** apply to:

- Any dangerous or acute situation where a member of staff believes that a student's behaviour presents an immediate risk to themselves or others. In such circumstances, the emergency services should be contacted, and security staff should be informed to aid directing emergency services to the correct location.
- Behaviour which does not meet the expected standards of a member of the university community as set out in the Conduct Policy and which is unrelated to a diagnosed or undiagnosed medical or mental health condition, or disability.
- Professionalism and other Fitness to Practise concerns as set out in the Fitness to Practise Policy.
- Failure of academic progress where lack of engagement is not indicated as a result of welfare concerns.

II. Definitions

University	King's College London.
Student	Someone enrolled on a course of study at the university.
Fitness to Study	A student's ability to engage fully with their programme of study whilst maintaining appropriate standards of behaviour required by the university and collaborative partners and in a manner which does not have a negative impact on the student, other students, staff or third parties.
Residences	King's Residences inclusive of buildings run by third party operators but make up the Residences portfolio whereby a student has a licence agreement with King's.
Student of Concern Management Group	The group which meets to discuss students of concern within the university.
Academic Activity	Any assigned work or project used to determine academic credit, including (but not limited to) an examination, coursework or other project; scheduled teaching sessions; or activity on or off campus sponsored or sanctioned by the university in which the student participates for the purpose of their studies.
Suspension	A total prohibition on attendance at or access to the university and on any participation in university activities.
Exclusion	Exclusion is selective restriction on attendance at or access to, the College and on participation in College activities. Suspension is a total prohibition on attendance at, or access to, the College and on participation in College activities. It may be subject to conditions. It can include an exclusion from a specific Residence or all Residences.
Interruption	An approved break from programme of study on the grounds of illness or other adequate cause.

Withdrawal	A permanent end to a course of study and termination of a student's registration at the university.
Mode of Attendance	Full-time or part-time and/or on-campus, blended or distance learning for a programme of study.
Review	A Review is when consideration is given to the student's situation following an initial meeting under Support for Study and can include a meeting involving all parties who were involved in the initial meeting, a meeting involving a smaller group or another method of consideration.

III. Policy

1. Introduction

- 1.1. This Policy details the university's response to situations where there are concerns about a student's capacity to engage with study, progress academically, and/or function in a university environment, including where a student is unaware that they are not well enough to study. It sets out the framework for providing a positive and coordinated approach to ensuring fairness in terms of fitness to study and support for study for all students.

2. Responsibilities

- 2.1. The university has a range of support mechanisms in place to assist students in meeting their academic obligations:
- [Personalised Assessment Arrangements](#);
 - [King's Inclusion Plans](#);
 - [Mitigating Circumstances Procedure](#);
 - Access to support from King's professionals, including Student Services, Disability Support & Inclusion, Counselling & Mental Health, and Advice & Guidance;
 - Senior Tutors, Personal Tutors; Research Supervisors and Programme/Module Leaders;
 - Voluntary interruptions of study;
 - [Student of Concern Procedure](#) (formerly Student at Risk Procedure);
 - Support for Study Procedure. Where a concern is raised about a student's health and wellbeing and with their ability to engage with academic life, and when standard support

mechanisms have proved insufficient, the Support for Study Procedure enables staff to refer the student to the Student of Concern Management Group. The purpose of the Support for Study Procedure is to provide a route for both informal and formal escalation of concern as well as an informed coordinated institutional approach including both academic and welfare considerations.

2.2. Students with physical and/or mental health concerns are strongly recommended to contact the available support services, including the Disability Support & Inclusion, as early as possible in order to facilitate reasonable adjustments and to implement or review a King's Inclusion Plan (KIP). Students should maintain regular engagement with the support services, this Policy and associated Procedure as recommended.

3. When this Policy applies A student may be deemed unfit to study where they are unable to meet the definition under Fitness to Study as set out in **II Definitions** above and/or where one or more of the following criteria apply:

3.1.1. The student is unable to actively engage in their programme of study, to attend classes or meetings with tutors or supervisors, or to spend sufficient regular time in private study in such a way as to enable them to succeed.

3.1.2. The student's health, wellbeing and behaviour is causing concern to others, although there may be no negative impact on their academic work and progression.

3.1.3. The student's continued study is having or likely to have a detrimental impact on their own health and well being or that of fellow students, staff or the university's collaborative partners.

3.2. This Policy is applicable to any academic activity as set out in **II Definitions** the student engages in as well as to any activity that occurs on or off-campus or in King's residences that gives justifiable cause for concern about the student's fitness to study.

3.3. A student may choose to engage with this Policy and its associated Procedure in order to see what support is available from the university and/or they may decide to take one or more of the following steps:

3.3.1. Interruption

3.3.2. Withdrawal

3.3.3. Transfer of programme or institution

3.3.4. Change of Mode of Attendance

4. Procedure

- 4.1. This is a summary of the Support for Study Procedure. For the full Procedure, see p. 14.
- 4.2. The purpose of the Support for Study Procedure is to provide support and direction to both the student and the university for emerging or continued concerns about a student's health, wellbeing and/or behaviour, including the impact this has on their ability to progress on a course at the university. Such concerns may include significant deterioration in engagement, health, appearance, attitude, and particularly when there is an impact on attendance, ability to meet deadlines, succeed academically or participate in normal student life.
- 4.3. The Procedure is comprised of three stages:
 - 4.3.1. **Stage One – Departmental/Residences Meeting(named Support for Study Stage 1):**
Explore at the department level or initial discussion within Residences of the student's situation with regard to their academic studies, progress and engagement; identify any additional support which might be needed; and signpost to the relevant university support services.
 - 4.3.2. **Stage Two - Pastoral Meeting (named Support for Study Stage 2):** Explore a student-led decision on support and academic study options where a continued or ongoing concern has been identified and for the university staff member to facilitate a formal structured package of support for the student.
 - 4.3.3. **Stage Two Pastoral Meeting with extra Support (named Support for Study Stage 2S):**
Explore a student led decision on support and academic study options where a continued or ongoing concern has been identified and for the university staff member to facilitate a formal structured package of support for the student, supported by/led by Student Services Staff including Counselling & Mental Health, Advice, Welfare & Wellbeing, Disability Support & Inclusion and Student Conduct & Appeals and/or the Residences team.
 - 4.3.4. **Stage Three - University Specialist Support Meeting (named Support for Study Stage 3):** Specialist-led meeting in which further options for support are explored as well as

possible courses of action available, including mandatory interruption or, in very limited exceptional circumstances, withdrawal of the student by the university.

- 4.4. Stages One and Two can be recommended by any member of staff who is closely involved in student support or academic progression. If a member of staff has a concern but unsure as to the next steps, they should raise their concerns with the Faculty/Service Area Designated Safeguarding Officer who will advise them whether they need to initiate the Support for Study Procedure or submit a SOC referral.
- 4.5. Stage Three is initiated if actions agreed at an earlier level meeting have not been achieved, or only partially achieved, and the difficulties persist; and/or a case is referred by the Student of Concern Procedure. The Student of Concern Management Group will make referrals for Stage Three to Student Conduct and Appeals for students who have been referred through the Student of Concern Procedure. Where Faculties wish to initiate Stage Three, they should make a referral to the Head of Student Conduct & Appeals (or their nominee) and Student Conduct & Appeals will decide if they believe a case meets the threshold for a Stage Three meeting. They may also choose to consult with the Student of Concern Management Group or members of that group.
- 4.6. The student may be represented at any point in the proceedings by another university member or by a member of the King's College London Students' Union. Additionally, the student may be accompanied by a family member or a friend. This person will not be able to speak on the student's behalf, unless this is a reasonable adjustment, such as, a sign language communicator or interpreter.
- 4.7. The meetings detailed under the Support for Study Procedure may be a single or series of meetings held at each stage as deemed appropriate by the parties involved.
- 4.8. If, during a Support for Study Procedure, an acute, urgent or serious concern arises in relation to the student's general welfare, the Support for Study Policy and Procedure should not be used to address this concern. In these cases, staff should use the [Student of Concern Procedure](#) to refer the student. Examples of when this is appropriate are: hospitalisation of the student, victim or perpetrator of serious crime, serious risk to self or others. Further guidance can be found at [Student Services Online](#).
- 4.9. The Student of Concern Procedure and the Support for Study Procedure are not mutually exclusive. However, if the Student of Concern Procedure is being used to deal with an acute or urgent welfare concern, any in-progress Support for Study Procedure may be paused.

5. Possible outcomes

- 5.1. The university is committed to make all reasonable efforts to support students whilst they are enrolled. However, there may be occasions when further steps may be necessary to ensure the safety and wellbeing of the student and/or other members of the university.
- 5.2. The university will endeavour to ensure that the student plays an integral part in the Procedure associated with this Policy but concern for their health and wellbeing and that of other members of the university will be of paramount consideration. One or more of the following steps will be considered in very limited circumstances where all other options for support have been exhausted through the Support for Study Procedure:
 - 5.2.1 Transfer of Programme or Institution.
 - 5.2.2 Change of Mode of Attendance.
 - 5.2.3 Voluntary Interruption: A student may choose to interrupt of their own accord at any time and may also consider interruption to safeguard their welfare as part of the Support for Study Procedure.
 - 5.2.4 Mandatory Interruption: Under the Support for Students Procedure the university may interrupt a student on a mandatory basis if it considers this to be in the best interests of the student. In the case of Mandatory Interruption, all other options of support whilst studying must have been exhausted. The student will receive the relevant advice and support regarding their student funding, housing, tier 4 visa compliance, as appropriate. A date will be agreed to review the student's circumstances prior to resuming study. This will normally be a Review meeting. This decision can only be made under a Stage Three Support for Study Meeting. The student will normally be invited to a meeting to discuss this decision.
 - 5.2.5 Mandatory Interruption due to serious concerns in relation to physical or mental ill health where the university believes that it is appropriate to act without delay and where it does not think it is appropriate to meet with the student before placing them on interruption. Serious concerns include but are not limited to treatment requiring a stay in hospital for a period of 3 days or more or a series of hospital admissions for a shorter period of time. Under this clause the university will interrupt the student until such time as a Stage Three Panel deems that they are able to return to studies with any recommendations or conditions to help them to do this. In order for a Stage Three Panel to be convened the student will be required to provide evidence from an independent medical professional that they are well enough to engage with the process. Once this is established by an independent medical professional, the student will normally be invited to a meeting under Support for

Study Stage Three to discuss the issues as outlined under this Policy and the Stage Three Procedure.

- 5.2.6 Suspension/Exclusion: It may be a recommendation that the university consider Suspension/Exclusion under the Emergency Powers regulations at 8.29 of the Academic Regulations. For further details please see Emergency Powers regulations at 8.29 of the Academic Regulations. Please also see Alternative Residences arrangements.
- 5.2.7 Withdrawal by the Student: A student may choose to withdraw of their own accord at any time, but it is recommended that they discuss alternative options with the university.
- 5.2.8 Withdrawal by the university: Under the Support for Study Procedure, in extreme and very limited circumstances, the university may withdraw a student if it considers this to be in the best interests of the student. In the case of withdrawal of the student, all other options must have been exhausted or are not feasible. The university will offer support during this transitional period, such as, support with alternative accommodation or advice on immigration or finances.
- 5.2.9 Alternative Residences arrangements including moving rooms/locations or leaving King's Residences. Leaving King's Residences would be dealt with under Exclusions.

6. Non-engagement with the Support Study Policy and Procedure

- 6.1. If a student is unwilling to engage with the Support for Study Policy and Procedure, the university may decide to continue the process in their absence including escalating matters to the next Stage.
- 6.2. Where a student does not engage with this Policy and Procedure and there is serious risk of harm to the student or other members of the university community, further steps listed in section **5 Possible Outcomes** may be considered by the university under its emergency powers to suspend and exclude under Chapter 8.29 of the academic regulations.
- 6.3. Consideration should also be given as to whether the Prolonged Lack of Contact Procedure or Insufficient Academic Progress under Chapter 8.2 of the academic regulations should be used.

7. Support whilst on interruption and return to study including a Review

- 7.1. During a period of interruption, students can access support from university support services, including Student Advice & Guidance, Disability Support & Inclusion, Counselling & Mental Health Support and Student Services.

- 7.2. At the university's discretion, students on an interruption under this Policy and Procedure will continue to have access to their King's email, KEATS and Library services as deemed appropriate.
- 7.3. The student's faculty should also have in place a coordinated communication and return plan which should be discussed and agreed with the student prior to interruption. This should include a communication plan, if necessary, a suggested return date and other requirements of the programme on their return.
- 7.4. As part of this plan the student should normally be invited for a Review meeting with their department/Stage 3 Panel prior to their return to discuss any additional support needs they may have and whether any adjustments may be needed to their studies such as, changing their status to part-time. A further meeting may be necessary with Student Support & Wellbeing Services and/or Residences to discuss support needs.

7.5. Support for Study and Change of Programme

Where a student intends to move from one programme to another e.g. Undergraduate to Postgraduate Taught or Post Graduate Research, King's Foundations to Undergraduate and the university thinks it would be appropriate to help support them with the transition or to recommend a delay in starting that programme until such time as they have suitable support in place, a Support for Study meeting will be held at any of the Stages (1 – 3) to decide this including any conditions for their return to King's on their new course.

- 7.6. When a student has interrupted either on a voluntary or mandatory basis under this Policy, the university may put in place conditions and recommendations, which the student will need to meet before they may return to study. For example, the university may require the student to engage with support whilst on interruption and/or provide medical evidence from an independent medical professional stating that they are fit to return to study. They may also make specific recommendations around the support that a student should seek whilst on interruption such as engagement with the university's psychiatrist. A student will need to meet a condition but does not have to meet a recommendation in order to return to studies.

8. Appeal

- 8.1 A student may appeal against a decision reached at Stage Three to mandatorily interrupt or withdraw them. Students may appeal the decision on either or both of the following grounds:
- (a) there is new evidence that could not have been, or for good reason was not, made available at the time of the Panel, and the case warrants further consideration;

- (b) evidence can be produced of significant procedural error on the part of the College before or during the Panel, and the case warrants further consideration.
- (c) the Vice-Principal of Education will have the discretion to take into account grounds (including grounds of compassion) other than those stated above in deciding whether to allow an appeal to be heard. Students can appeal via Student Conduct & Appeals by submitting a written statement detailing the grounds for their appeal within 10 working days of being notified of a decision at Stage Three.

8.2 The appeal will be considered by the Vice-Principal of Education or their nominee, having reviewed the case documentation and evidence to date. The student will be told of the outcome within 15 working days. There is no further right to appeal internally.

8.3 When all internal procedures are complete, students may request an independent review of their case by the [Office of the Independent Adjudicator for Higher Education](#), if they remain dissatisfied with the university's final outcome.

9. Support for Study and Misconduct

- 9.1. There may be instances where a student states that the behaviour giving rise to a misconduct concern is related to their long term medical/mental health condition or disability. The university may consider whether to proceed with misconduct proceedings and/or refer the student to this Policy and Procedure. To ensure the Support for Study Policy and Procedure are used appropriately and where there are justifiable concerns about misconduct, these concerns should be raised with the Head of Student Conduct & Appeals or nominee who will ask the Student of Concern Management Group to review the case and decide whether to invoke this Policy and Procedure and/or continue with misconduct proceedings and/or ask the university to consider suspension or exclusion.. This may include consultation with members of staff from the student's faculty or other relevant members of the university community, collaborative partners or external professionals.
- 9.2. Students considered under this Policy and Procedure may be referred for action under Emergency Powers Regulations under Chapter 8.29 of the Academic Regulations where:
 - 9.2.1. the student at any time represents a serious and immediate risk to themselves, to others or to the university's reputation;
 - 9.2.2. the student's conduct continues to have an adverse effect on the learning or working environment, or on the health or wellbeing of other students or members of staff;

10. Support for Study Policy and Fitness to Practise Policy

- 10.1. There may be instances where a student's fitness to study also impacts on their fitness to practise (for professional programmes). In cases where it is deemed appropriate by the university (and/or its collaborative partners), the student's case may be dealt with under the Fitness to Practise Policy. For example, where there is a cause for concern relating to a professional clinical placement, patient safety will be the paramount consideration.
- 10.2. There may be occasions where a student is deemed fit for study at the university but not on a professional placement. In these cases, the Fitness to Practise Policy and its associated procedures will be invoked, but support may also be provided under this Support for Study Policy and Procedure.

11. Confidentiality and non-disclosure

- 11.1. The university will limit the disclosure of information involving any case where a student is referred under this Policy in line with GDPR legislation and other statutory obligations.
- 11.2. The scope of disclosure will vary in each case. Relevant parties, who are deemed necessary by the university and/or who are directly involved in the facilitation of support for the student, will be kept informed and will be notified accordingly of any directives or sanctions arising from proceedings under this Policy.
- 11.3. A student may disclose a mental health illness or disability but elect to opt-out of receiving relevant support and for this information to not be shared further. The student should complete a "Student Non-Disclosure Form" which should be retained by the Faculty.
- 11.4. Students on professional programmes, which are subject to the professional, statutory or regulatory bodies may have additional separate and overriding obligations to declare significant health issues.
- 11.5. The university will not normally share information relating to a student with their next of kin (including parents and guardians). However in exceptional circumstances and in line with the [Student Emergency Contact Procedure](#).

12. Reasonable Adjustments

- 12.1 A student may ask for reasonable adjustments to the process due to their disability or long term mental health to help them engage with the process. This might include having breaks in a meeting, meeting in person rather than on Teams or vice versa, accessible rooms for mobility/wheelchair users if in person, for students with social/communication conditions allowing enough time for the student to respond which may require pauses in the meeting to do this, sign language interpreter for Deaf/hard of hearing students. Please note this is not an exhaustive list. Disability Support & Inclusion can provide further advice in individual cases.

Support for Study Procedure

1. Purpose and Scope, including interaction with the Student of Concern Procedure

The purpose of this Procedure is to provide support and direction to both the student and the university for emerging concerns about a student's health, wellbeing and/or behaviour, including the impact this has on their ability to engage with and progress on a course at the university. Such concerns may include significant deterioration in health, appearance, attitude, and particularly when there is an impact on attendance, ability to meet deadlines, succeed academically or participate in normal student life.

Stages One and Two can be recommended by any member of staff who is closely involved in student support or academic progression. If a member of staff has a concern but is unsure as to the next steps, they should raise their concerns with the Faculty/Service Area Designated Safeguarding Officer who will advise them whether they need to initiate the Support for Study Procedure and/or submit a SOC referral.

Stage Three can be initiated by:

- (a) The Student of Concern Management Group or delegated members of that group
- (b) The Head of Student Conduct & Appeals(or their nominee) following a referral by a Faculty/Residences. This will usually occur where matters cannot be resolved at Stage 2 either due to increasing concerns about the student's well being and the support in place not being sufficient to support them, or the student not engaging appropriately with support or the student not engaging with the process. The Faculty should make a referral to Student Conduct & Appeals for a Stage 3 meeting and the Head of Student Conduct & Appeals (or their nominee) will ascertain whether the case meets the threshold for this. Student Conduct & Appeals may consult with the Student of Concern Management Group or members of that group in making that decision.

In the interim, the Designated Safeguarding Officer or their nominee in each Faculty/Service Area is responsible for:

- Maintaining oversight of Support for Study referrals within the Faculty
- Advising colleagues when to initiate an Support for Study Procedure or submit a Student of Concern form
- Delegating tasks as appropriate to nominated members of staff, such as, Programme Managers. Delegated tasks could include organising meetings, note taking, and providing updates to the DSO for oversight at Stage One and Two of the procedure.
- Ensuring the Support for Study Procedure is completed or resolved in each case
- Liaising with Student Services for further support and advice as appropriate

The student may be represented at any point in the proceedings by another College member or by a member of the King's College London Students' Union. Additionally, the student may be accompanied by a family member or a friend who will not be able to speak on the student's behalf, unless this is a reasonable adjustment, such as, a sign language communicator or interpreter.

The meetings detailed below under the Support for Study Procedure may be a single or series of meetings held at each stage as deemed appropriate by the parties involved.

There may be times whilst the Support for Study Procedure is being used to support a student when an acute, urgent or serious concern arises in relation to the student's general welfare. In these cases, staff should use the Student of Concern Procedure to refer the student. Examples of when this is appropriate

are: hospitalisation of the student, victim or perpetrator of serious crime, serious risk to self or others. Further guidance can be found at [Student Services Online](#).

The Student of Concern Procedure and the Support for Study Procedure are not mutually exclusive. However, whilst the Student of Concern Procedure is being used to deal with an acute or urgent welfare concern, the Support for Study Procedure may be paused.

Parties may need specialist support on how to proceed and may wish to consult with the relevant central services or External Services (in relation to professional programmes) at any stage during this Procedure. This includes but is not limited to:

- Student Services
- Student Conduct & Appeals
- Student Administration Services
- Academic Regulations, Policy & Compliance
- Occupational Health Services

Stage One: Departmental/Residences Meeting (managed locally by the Faculty or Residences) called “Support for Study Stage One”

Departmental Meeting

Aim: Explore at the department level the student’s situation with regard to their academic studies, progress and engagement; identify any additional support which might be needed; and signpost to the relevant university support services.

When a student is identified as having a difficulty that is impacting adversely on their academic engagement, an informal but structured meeting has to be held between the Student and Personal Tutor (PT)/Residences Welfare Manager/Student Services Staff member. The staff member coordinates this meeting and takes notes during the session. They should inform the relevant Designated Safeguarding Officer that a Stage One meeting has been convened.

Residences Meeting

Aim: Explore the student’s situation in relation to their stay in Residences including what support, internal or external that they have in place.

During the meeting, the following points should be considered, as appropriate:

- Identification/explanation of the concern being raised (clear examples can be helpful);
- Opportunity for the student to give their perspective on what is happening;
- Information about the Support for Study Procedure, advice about possible outcomes and next steps;
- Clarification of whether this has happened before and, if so, what was previously helpful;
- Clarification of relevant university boundaries and rules that the student needs to be aware of;
- Clarification of the student’s personal responsibility (e.g. to be ‘well enough’ to study/stay in Residences and to be respectful to others);
- Consideration of what would be helpful and make a difference to the student in order to support them and minimise concerns;
- Signposting the student to any relevant University Support Services that they may benefit from;

- Clarification of agreed actions and options to support the student and minimise the concern (e.g. extended deadline, accessing Support Services, etc);
- Agreement of a date to meet again to review the situation and of who needs to attend. The length of time between the meeting and the review should be agreed by all present, considering relevant academic and personal factors;
- Explanation that a continuation of the same concern or any additional concerns could result in escalation to Stage Two of this procedure.

Notes and actions should be shared with the Student and retained by the staff member.

Options which may be considered in any combination and as appropriate:

1. Support from Student Services, such as, Counselling & Mental Health, Student Advice and Disability Support
2. King's Inclusion Plans
3. Personalised Assessment Arrangements
4. Extra academic support available via KEATS or online resources
5. Transfer of course;
6. Transfer of university;
7. Voluntary interruption;
8. Change in Mode of Attendance

The staff member will arrange a review meeting with the student where progress against the actions are checked.

A case may be escalated to the next stage, 'held' for further review at this level or 'closed', depending upon the circumstances.

For non-engagement, please see section "Non-Engagement".

Stage Two: Pastoral Meeting – Senior Tutor/Residences/Professional Services called "Support for Study Stage 2"

Aim: Explore a student-led decision on support and academic study options where a continued or ongoing concern has been identified, and for the university staff member to facilitate a formal structured package of support for the student.

This protocol may be initiated if one or more of the following occurs:

- A student does not attend a Stage One 'departmental' meeting and there is reason to believe that their difficulties are ongoing; and/or
- Actions agreed at a Stage One 'departmental' meeting have not been achieved and the student's difficulties are ongoing; and/or
- The student's difficulties are identified as putting the student's academic progress/engagement at risk. The department or Residences may initiate a Stage Two meeting or may be advised to do so by Student Services. This includes as a result of a referral through the Student of Concern Procedure. In such instances, the Student of Concern Management Group will liaise with the Faculty/Department's Designated Safeguarding Officer or Residences Welfare Manager, regarding information that can be shared (and to whom) to aid the Procedure.

Where the student is identified as having a significant difficulty that is impacting adversely on their academic engagement, as above, the staff member who led or attempted to organise the Stage One meeting should inform the Designated Safeguarding Officer (DSO) who will be responsible for initiating Stage Two proceedings and maintaining oversight.

A formal, structured meeting between the student, Senior Tutor (ST) and Personal Tutor and/or Residences Welfare Manager is arranged by the Designated Safeguarding Officer (or their nominee). The student should be advised that they can be accompanied by a family member or friend for support or represented by a College member or KCLSU representative as outlined above.

During the meeting, the following points should be considered, as appropriate:

- Identification/explanation of the issue(s)/concern(s) (providing clear and specific examples), and of any past relevant information;
- Opportunity for the student to give their perspective on the issue(s)/concern(s) and if appropriate a history of events, past experiences and helpful strategies or support for managing these;
- Clarification of relevant University boundaries and regulations;
- Consideration of realistic academic timelines in relation to outstanding assessments;
- Clarification of the student's responsibility at the University (e.g. to be 'well enough' to study and to be respectful to others);
- Consideration of what would be helpful or make the difference to the student in relation to their support and in order to minimise the issue(s)/concern(s);
- Signposting the student to any relevant University Support Services;
- Clarification of agreed actions and support options to change and improve the current situation (e.g. extensions, taking some sick leave, deferral, interruption, part time study, accessing University Support Services);
- Explicit clarification of the consequences of failing to complete the agreed actions, and/or a continuation of the cause for concern;
- Agreement of any interim monitoring or measures;
- Agreement of a date to meet again to review the situation.
- Options detailed in Stage One may be considered as appropriate.

The Designated Safeguarding Officer (DSO) (or their nominee) joins the meeting to record notes, agreed actions and review date. These are shared with all individuals present in the meeting and retained by the DSO.

A case may be escalated to the next stage, 'held' for further review at this level, de-escalated or closed, depending upon the circumstances.

1. If, at a Review meeting, a student is identified as not making enough progress with the agreed actions and their academic engagement continues to be a concern, then the possible outcomes listed in the Support for Study Policy should be discussed. A department should advise the student, in writing, if they recommend that a period of interruption is the best course of action to support successful academic engagement. The student will be supported to connect with relevant services (e.g. Student Advice) to explore the impact that an interruption would have on their student funding/housing etc. If a student agrees to the interruption, a date will be agreed for a review of their circumstances prior to resuming study.

2. A case may be escalated to the next stage or 'held' for further Review at any other stage, depending upon the circumstances. Escalation will be considered if not enough progress has been made against any of the actions and the difficulties persist.

Stage Two Supported Pastoral Meeting - **Senior Tutor/ Professional Services/Student Services/Residences Welfare called "Support for Study Stage 2 Supported Meeting" where specialist teams such as Student Services and/or Residences support the Faculty or lead the meeting with the student to provide enhanced support to the student in helping them engage with their studies.**

Aim: Explore a student-led decision on support and academic study options where a continued or ongoing concern has been identified, and for the university staff member to facilitate a formal structured package of support for the student with support from or led by specialist teams.

This protocol may be initiated if one or more of the following occurs:

- A student does not attend a Stage One 'departmental' meeting and there is reason to believe that their difficulties are ongoing; and/or
- Actions agreed at a Stage One 'departmental' meeting have not been achieved and the student's difficulties are ongoing; and/or
- The student's difficulties are identified as putting the student's academic progress/engagement at risk and there are concerns that there are more complex needs around support which necessitate support from specialist teams. The Faculty/department or Residences may initiate a Stage Two meeting or may be advised to do so by the Student of Concern Management Group. This includes as a result of a referral through the Student of Concern Procedure. In such instances, the Student of Concern Management Group will liaise with the Faculty/Department's Designated Safeguarding Officer or Residences Welfare Manager, regarding information that can be shared (and to whom) to aid the Procedure.

Where the student is identified as having a significant difficulty that is impacting adversely on their academic engagement, as above, the staff member who led or attempted to organise the Stage One meeting should inform the Designated Safeguarding Officer (DSO) who will be responsible for initiating Stage Two proceedings and maintaining oversight.

A formal, structured meeting between the student, Senior Tutor (ST)/Personal Tutor/Residences Welfare Manager and/or other specialist teams within Student Services is arranged by the Designated Safeguarding Officer (or their nominee). The student should be advised that they can be accompanied by a family member or friend for support or represented by a College member or KCLSU representative as outlined above.

During the meeting, the following points should be considered, as appropriate:

- Identification/explanation of the issue(s)/concern(s) (providing clear and specific examples), and of any past relevant information;
- Opportunity for the student to give their perspective on the issue(s)/concern(s) and if appropriate a history of events, past experiences and helpful strategies or support for managing these;
- Clarification of relevant University boundaries and regulations;
- Consideration of realistic academic timelines in relation to outstanding assessments;

- Clarification of the student's responsibility at the University (e.g. to be 'well enough' to study and to be respectful to others);
- Consideration of what would be helpful or make the difference to the student in relation to their support and in order to minimise the issue(s)/concern(s);
- Signposting the student to any relevant University Support Services;
- Clarification of agreed actions and support options to change and improve the current situation (e.g. extensions, taking some sick leave, deferral, interruption, part time study, accessing University Support Services);
- Explicit clarification of the consequences of failing to complete the agreed actions, and/or a continuation of the cause for concern;
- Agreement of any interim monitoring or measures;
- Agreement of a date to meet again to review the situation.
- Options detailed in Stage One may be considered as appropriate.

The Designated Safeguarding Officer (DSO) (or their nominee) joins the meeting to record notes, agreed actions and review date. These are shared with all individuals present in the meeting and retained by the DSO.

A case may be escalated to the next stage, 'held' for further review at this level, de-escalated or closed, depending upon the circumstances.

3. If, at a Review meeting, a student is identified as not making enough progress with the agreed actions and their academic engagement continues to be a concern, then the possible outcomes listed in the Support for Study Policy should be discussed. A department should advise the student, in writing, if they recommend that a period of interruption is the best course of action to support successful academic engagement. The student will be supported to connect with relevant services (e.g. Student Services) to explore the impact that an interruption would have on their student funding/housing etc. If a student agrees to the interruption, a date will be agreed for a review of their circumstances prior to resuming study.
4. A case may be escalated to the next stage or 'held' for further review at any other stage, depending upon the circumstances. Escalation will be considered if not enough progress has been made against any of the actions and the difficulties persist.

Stage Three: University Specialist Support Meeting called "Support for Study Stage 3"

Aim: Specialist-led meeting in which further options for support are explored as well as possible courses of action available, including mandatory interruption or, in very limited circumstances, withdrawal of the student by the university.

This protocol may be initiated if one or both of the following occur:

- Actions agreed at an earlier level meeting have not been achieved, or only partially achieved, and the difficulties persist; and/or
- A case is referred by the Student of Concern procedure or by another relevant party (e.g. Residences).

Where there is a significant concern about a Student's health and wellbeing and their ability to study and cope at university including their Fitness to Study, a meeting is convened and chaired by a member of Student Services.

The meeting is arranged by Student Conduct & Appeals. Attendees to include: the student, the Senior Tutor, Student Services representatives and Designated Safeguarding Officer (or their nominee). The meeting is facilitated/chaired by a member of staff from Student Services. Consideration will be given to whether it is more appropriate for a smaller group to meet with the student to accommodate the student's needs. It may also be appropriate for a minimum of two members of staff from Student Services and Residences and/or Faculty to meet with the student where time is considered of the essence in terms of making a decision about next steps. Evidence is collated about previous support interventions and all relevant data are collated so there is a clear understanding of the student's circumstances. The student is provided with a clear outline of the structure the meeting will take, the parties who will attend and the potential outcomes. The student should be advised that they can be accompanied by a family member or friend for support or represented by a College member or KCLSU representative as outlined above. Notes are taken by Student Conduct & Appeals

Any reasonable adjustments should also be considered.

During the meeting, the following aspects should be included:

- Summary of presenting situation, concern(s) being raised, and past relevant information;
- Opportunity for the student to give their perspective of current issues and if appropriate history of events, past experiences and helpful strategies or support for managing these;
- Clarification of relevant University boundaries and regulations;
- Clarification of the student's personal responsibility at University (e.g. to be 'well enough' to study and to be respectful to others);
- Identification of any further information which may be required;
- Clarification of the options available to the student at this stage which could include options such as continuing at university with clear deadlines/agreements in place, part-time study with support, a period of interruption, or a recommendation for withdrawal of the student;
- Consideration of what would be helpful or make a difference to the student in relation to the options available;
- Signposting the student to any relevant University Support Services;
- Clarification of agreed options/actions and support options that the student is encouraged to access;
- Explicit clarification of the consequences of failing to complete the agreed actions, and/or in the case of a continuation of the cause(s) for concern;
- Agreement of any interim monitoring or measures;
- Agreement of a date to meet again to review the situation, if appropriate;
- In cases where interruption is the outcome, the meeting should consider and make explicit what is required to happen before the student is permitted to return to study.

One or more of the following options will be considered:

1. All of the options as listed in Stage One.
2. Mandatory Interruption: With advice from specialists, the Faculty/Senior member of staff in Students & Education can decide that Mandatory Interruption is most appropriate.
3. Withdrawal of the student by the university. Withdrawal from the university will only take place in very limited exceptional circumstances including, but not limited to, when a student has previously interrupted on a voluntary basis, where the university has previously

interrupted them mandatorily or where the university believes that there are no other feasible options.

Outcomes

1. If it is determined that there is an opportunity to agree further actions and put on additional support in place for the student to continue on their course, then the case may be de-escalated to the previous level and a review date agreed.
2. A period of interruption is agreed between the student and the university (as appropriate to the student's programme).
3. If there is no agreement and the university has serious concerns for the student's health, wellbeing and ability to thrive in an academic environment, the university may decide that it is in the student's best interest to interrupt or withdraw them.
 - a. In the instance of a mandatory period of interruption being imposed, the student will receive the relevant advice and support regarding their student funding, housing, tier 4 visa compliance, as appropriate. A date will be agreed to review the student's circumstances prior to resuming study.
 - b. If the student is withdrawn from the university, the university will offer support during this transitional period, such as, support with alternative accommodation or advice on immigration or finances.

Procedure for Mandatory Interruption due severe health concerns including treatment requiring a stay in hospital for a period of 3 days or more .

The Student of Concern Management Group or nominees of that group may decide to recommend an interruption of a student on a mandatory basis where there are serious health concerns. Examples may include but are not limited to a stay in hospital of 3 days or more or a series of hospital admissions for a shorter period of time. They will consult with the Faculty, Residences (if appropriate) and Student Conduct & Appeals. The Faculty/Senior member of Staff within Students & Education will then inform the student in writing. The university may consider the advice (written and oral) from medical professionals both within and external to the university as to the student's fitness to study

Before making contact with the student the university will also consider whether to contact the student directly or via their next of kin or medical professional who is supporting the student.

The university will interrupt the student until such time as a Stage Three Panel deems that they are able to return to studies with any recommendations or conditions to help them to do this. In order for a Stage Three Panel to be convened the student will be required to provide evidence from an independent medical professional that they are well enough to engage with the process. Once this is established by an independent medical professional, the student will normally be invited to a meeting under Support for Study Stage Three to discuss the issues as outlined this Policy and this Procedure.

Non-Engagement

Where the student does not engage with this procedure at any stage, the university may offer a further meeting (as appropriate) with the student and/or escalate the case to the next stage if there are serious concerns about their health and well being. The Designated Safeguarding Officer (or their nominee) may

refer a student to Student Conduct & Appeals to ask for a Stage Three meeting and Student Conduct & Appeals will consider the following in deciding whether a Stage Three meeting should be initiated:

There are very serious concerns about the student's health and well being that mean that it may be in the student's best interests to interrupt them but they do not wish to do so.

If a student does not engage with the procedure the university may ultimately decide to interrupt or withdraw them in their absence, where the above applies.

Appeal

A student may appeal against a decision reached at Stage Three to mandatorily interrupt or withdraw them. Students may appeal the decision on either or both of the following grounds:

- a) there is new evidence that could not have been, or for good reason was not, made available at the time of the Panel, and the case warrants further consideration;
- b) evidence can be produced of significant procedural error on the part of the College before or during the Panel, and the case warrants further consideration.
- c) The Vice-Principal of Education will have the discretion to take into account grounds (including grounds of compassion) other than those stated above in deciding whether to allow an appeal to be heard .

Students should lodge any appeal via [Student Conduct & Appeals](#) by submitting a written statement detailing the grounds for request within 10 working days of being notified of a decision at Stage Three.

The appeal will be considered by the Vice-Principal of Education or their nominee, having reviewed the meetings minutes and evidence. The outcome will be sent to the student within 15 working days. There is no further right to appeal internally. If the appeal is to be heard, an Appeal Panel will be appointed. If the appeal is rejected, reasons will be given.

Support for Study Appeal Panels Procedure

The Appeals Panel shall be made up of staff who are familiar with the student and may include members from Panel who made the decision at Stage 3 (the Original Panel). The outcome from the Vice-Principal Education will set out the appropriate composition of the Appeal Panel.

The Appeal Panel may reject or uphold the appeal. Where the Appeal Panel upholds the appeal, the Panel may make one or more of the following decisions:

- a) modify or reverse the decision of Original Panel;
- b) uphold the decision of the Original Panel

Where an Appeal Panel rejects the appeal, the decision of the Original Panel stands.

A decision of an Appeal Panel will be final.

The university will send the student a letter called a "Completion of Procedures Letter" when the student has reached the end of the Support for Study Procedure and there are no further steps the student can take internally. If the appeal is not upheld, the university will issue the student with a Completion of Procedures Letter automatically. If the appeal is upheld or partly upheld, the university will issue a

Completion of Procedures letter. Students can find more information about Completion of Procedures Letters and when they should expect to receive one [here](#).

Office of the Independent Adjudicator – Information for Students

A student will normally need to have completed the Support for Study Procedure and have received a [Completion of Procedures Letter](#) before a complaint can be made to the OIA.

Provided the complaint is eligible under the rules of the OIA's complaints scheme, the OIA will look at whether King's has applied its regulations properly and followed its procedures correctly. It also considers whether any decision made by the King's was fair and reasonable in all the circumstances.