



Health, Wellbeing and Supported Study (HWSS) Procedures

Issued by the Standards and Enhancement Office

Technical updates of this document are undertaken on an annual basis to reflect changes to the University's organisational and management structures and to incorporate earlier, approved amendments to related policies, procedures and regulations

This document relates to the current year. If you become aware of any previous versions that are available on line please notify SEO@bolton.ac.uk so that action can be taken to remove the document(s).

Health, Wellbeing and Supported Study Procedures

1 Introduction

The Health, Wellbeing and Supported Study procedure [The Procedure] is part of the University of Bolton's Health, Wellbeing and Supported Study Policy.

The Procedure is intended to be supportive and to:

- Enable the student to progress, meet the required learning outcomes and complete their course;

- Ensure the best interests of the student are being considered in relation to their personal situation, health, mental health and/or wellbeing;

- Ensure that the student is receiving adequate support;

- Ensure that disability related reasonable adjustments have been considered and were appropriate put in place;

- Identify a plan of how to progress with clear boundaries and expectations; options may include continuing their programme with adjustments or suspension of studies for a set period of time, repeating a period of study, and in some circumstances withdrawing from their programme of study.

1.1 Structure of the Procedures

The Procedure has three levels which represent the degree of concern and/or the perceived seriousness of the situation:

- Stage 1 – Emerging Concern/Early Intervention;

- Stage 2 – Significant and/or ongoing concerns;

- Stage 3 – Critical, serious or persistent concerns.

The Procedure may be invoked and resolved at any stage. In most cases Stages 1 and 2 should be used before escalation to Stage 3. If the concerns are not remedied by the recommended and agreed actions at one stage the next stage may be instigated. In most instances a case will not be escalated to Stage 3 if the issues of concern are resolved at Stages 1 or 2.

Using the templates found in the appendices a record of the meetings (Appendix 2) and agreed action plans (Appendix 3) should be sent to the student and to all other attendees of any meeting no more than 5 working days after the meeting has taken place. Records of meetings at Stage 2 and Stage 3 should be forwarded to Student Services for uploading to the Student Record for monitoring purposes.

If a student is invited but fails to attend a scheduled meeting at any stage, contact should be made with the student to ascertain the reason for their absence. If appropriate, another meeting should be arranged. If contact is unsuccessful and/or the student does not attend the re-arranged meeting or engage with the process, and where the concern continues, the student should be escalated to Stage 2 or Stage 3 of the process. At Stage 3, in the event that the student does not attend the meeting, the Panel will agree a suitable course of action in the absence of the student, based upon the available evidence.

1.2 Where can I get advice about this procedure?

Please contact:

Student Advisors studentadvisors@bolton.ac.uk

Disability Advisors disabilityinfo@bolton.ac.uk

Mental Health Advisors MHadvisor@Bolton.ac.uk

Wellbeing Advisor/Coordinator, Life Lounge lifelounge@bolton.ac.uk

University Counsellors lifelounge@bolton.ac.uk

Disability Services Manager

Students' Union

where possible a face to face discussion should precede a written communication to prepare the student. The student should be given clear information that this meeting takes place within the HWSS procedures, with particular emphasis on the fact that it is intended to support the student.

2.1 Stage 1 Initial Meeting

Whilst other relevant members of staff may be invited to the meeting, and the student may wish to bring a member of the Students' Union as their representative, as Stage 1 is intended to be relatively informal, it is reco

Explanation/exploration of any further concerns arising;
Exploration of further/on-going support needed (the member of staff should help the student to access support available to them if necessary);
Agreement of whether further action is necessary.

2.3 Stage 1 Possible Outcomes

If the concern has been resolved and the student has engaged with the action plan, no further action may be required. The general expectation is that the student will take personal responsibility and fully engage with the process and with the support recommended.

If concerns continue, however the student has engaged with and, where appropriate, accessed support, new targets could be agreed, the action plan updated and a further review meeting arranged.

If the concerns have not been addressed, support has not been accessed and the member of staff feels that progress has not been made, or the situation deteriorates, the decision can be made to progress to Stage 2 or Stage 3.

2.4 Stage 1 Non-attendance at meetings

When a student does not attend the first scheduled Stage 1 meeting contact should be made to arrange an alternative meeting with the student. In cases where the student is invited but fails to

The Head of School/academic area shall establish the full scope and nature of the concerns raised and may consult with relevant colleagues to gather this information.

3.1 Stage 2 Initial Meeting (stage 2.1)

The Stage 2 meeting should include relevant people who have an academic or support role with the student. In most cases consideration at Stage 2 suggests the need to seek input from Student Services. Attendees may include:

- Senior academic staff with appropriate experience and authority;
- Member of staff from Disability Services/Student Services or other University Professional Services where appropriate;

The student should be informed of the meeting and its purpose in a clear, written invitation from the lead person, giving at least 5 working days' notice of the meeting unless the student agrees to attend earlier or there are good reasons for taking more immediate action.

The invitation should include:

- Date, time and venue of the meeting
- The purpose of the meeting including why Stage 2 has been initiated;
- A web link to the Health, Wellbeing and Supported Study procedure;
- Advice on whether the student needs to provide any specific documents (eg medical evidence);
- A list of who will be attending the meeting and the reason they will be there;
- An explanation that the meeting will be confidential and that personal information relating to the health of the student will only be shared with those who have a direct involvement in the HWSS meeting;
- Explanation that the student may be accompanied by someone in a supporting capacity (for example a parent, a Students' Union representative or a friend) but not by someone acting as an advocate. Students registered as disabled may also be accompanied by a support worker eg sign language interpreter or mental health worker as appropriate to their needs.

The Stage 2 meeting should cover the following:

- Identification/explanation of the issue/concern (providing clear and specific examples), and any past relevant information;
- Opportunity for the student to give his/her perspective on the issues and if appropriate a history of events, past experiences and helpful strategies or support for managing these issues;
- Clarification of relevant University expectations and Regulations;
- Consideration of realistic academic timelines in relation to outstanding assessments;
- Clarification of the student's responsibility at the University;
- Consideration of what would be helpful or make the difference to the student in relation to his/her support and in order to minimise the concerns;

Regular monitoring meetings should be arranged with the student and a nominated member of staff (normally the lead person or the student's personal tutor);

If a student has been referred from Stage 1 following the Review/Follow-up meeting, a further action plan should be agreed detailing any steps the student will need to take and the support to be provided. Regular monitoring meetings should be arranged with the student and a nominated member of staff (normally the lead person of the student's personal tutor).

In either of these cases the agreed actions and support options to change and improve the current situation are to be agreed (eg consideration of realistic academic timelines and/or extensions in relation to outstanding assessments, taking some time out from studies, deferral, interruption to studies, transfer to part time attendance, accessing Student Support Services – in the event that an interruption to studies or a transfer to part time is agreed the student must be advised to discuss with the Student Funding Advisor as there may be an impact on the student's funding arrangements)

In either of these cases the student should be made aware of what will happen if the action plan is breached which will normally involve their case moving to Stage 3.

3.3 The Stage 2 Review/Follow-up Meeting(s) (stage 2.2)

The Stage 2 Review Meeting should consider the following:

- Review of how the student has been since the first Stage 2 meeting;

- Review of whether agreed actions have been undertaken;

- Review of the progress made in any agreed actions and whether the University feels the

The panel should include:

The Dean of Faculty (Chair)

The student should be encouraged to prepare in advance for the meeting by speaking to key staff, including the Students' Union Advisors. The student should obtain any necessary documentation

The student is fit to study, subject to a formal commitment to an agreed action plan with an agreed timescale;

The student is not fit to study and a temporary suspension or exclusion (see section 5) to allow the student to access support services both within and outside of the University or for the University to obtain further information. The exclusion will be reviewed within 4 weeks as set out below in relation to temporary exclusion;

The student is not fit to study and is to be subject to a period of suspension (see section 5) from studies with conditions. A student who is suspended from the University may be prohibited from participating in University activities and may either be prohibited from entering the University premises or have restricted rights to enter the premises. The terms of the suspension will be notified to the student in writing, depending on the circumstances of the case. If suspension of studies is recommended the Panel should make sure that both they and the student are fully aware of the implications. Please see the [University Student Suspension Policy](#). The student should be given a clear indication of the proposed return date and regular reviews should be built in. In cases where a suspension of studies is agreed it must be made clear what needs to happen in order for a return to study to be considered and responsibilities for arranging meetings and obtaining evidence and documentation must be confirmed and included in the meeting notes (see Returning to Study Section 6);

Expulsion or 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 to re-engaging with their programme, a recommendation will be made to the Vice Chancellor (or nominee) that the student is permanently excluded or required to withdraw. This recommendation should only be made in the most serious cases;

Any other action considered to be appropriate and proportionate.

In cases where permanent exclusion or withdrawal of the student is the recommendation of the Stage 3 Supported Study Panel, this must be approved by the Vice-Chancellor (or their nominee), who will in turn report this to the next meeting of Senate.

A report of the meeting and agreed actions will be documented and approved by the Chair of the Panel. A copy should be sent to the student by post and email and to all other attendees of the meeting not more than 5 working days after the meeting has taken place.

The student will be notified of the outcome of the Panel meeting within 5 working days of the date of the meeting.

Students should be clearly advised of the impact of the interruption on their anticipated completion date, whether of a taught or research programme. In the case of international students, advice from the International Student Support Office should be sought for any interruption which is likely to exceed two months, as this may have implications on the student's visa.

4.2 Stage 3 Non-attendance at meetings

When a student does not attend the first scheduled Stage 3 meeting contact should be made to arrange an alternative meeting with the student. In cases where the student is invited but fails to attend subsequent Stage 3 meetings:

The situation will be discussed in the student's absence;

A report of the meeting and agreed actions will be documented and approved by the Chair of the Panel;

A copy of the report and agreed actions should be sent to the student by post and email and to all other attendees of the meeting not more than 5 working days after the meeting has taken place.

There may be occasions when a desk-based investigation is undertaken in absentia of the student to determine an appropriate outcome under Stage 3 of the Health, Wellbeing and Supported Study procedure. This may be appropriate when the student is unable to engage with the Stage 3 process due to the complexity of the health, wellbeing and safeguarding concerns being presented. Examples of when a desk-based investigation may be appropriate:

when the health, wellbeing and ability to study is seriously compromised;
where there are serious concerns regarding the risk to the health and safety of the student and/or where there is a perceived threat and risk to others;
when a higher level of decision making is required.

Following the desk-based investigation, the appointed Investigating Officer(s) (IO) will present a report of their findings along with their recommendations in accordance with section 4.1 Stage 3 Supported Study Panel: Possible Outcomes. A copy of the report will be sent to the student in writing, along with any other associated documentation.

5 Temporary Suspension or Exclusion

5.1 Temporary Suspension from the University

The University may determine that there is a good and urgent cause why a student should not continue to attend the University due to health, wellbeing or behavioural concerns or where it is felt the student's continuing attendance may hamper an investigation. In such circumstances the student may be suspended from studies by the Vice Chancellor (or in the Vice Chancellor's absence the Vice Chancellor's nominee providing the nominee is a member of the University Executive Board and they inform the Vice Chancellor of the suspension so that he/she may affirm the action). The suspension will be confirmed to the student in writing.

The decision to temporarily suspend the student will normally be reviewed within four weeks and a Stage 3 - Supported Study Panel will be convened to consider the case.

5.2 Temporary Suspension from Work Placement

The University may determine that a student's work placement arrangements (as part of an academic programme of study) are to be temporarily suspended if it is considered by the Dean of Faculty or Head of School/academic area (or nominee) that there are good and/or urgent causes for concern and risk to the student and/or others in a placement setting that requires mitigation. The temporary suspension of the work placement arrangements will be notified to the student in writing.

The decision to temporarily suspend the student from the Work Placement will normally be reviewed within four weeks and a Supported Study Panel will be convened to consider the case.

5.3 Immediate Temporary Exclusion

The relevant Dean of Faculty may refer a case to the Vice Chancellor (or their nominee) where there is a perceived threat to health and safety of the student or to other students or staff or the University and an immediate temporary exclusion is the most appropriate course of action.

The Vice Chancellor (or their nominee) may impose a temporary exclusion for a set period of time with immediate effect. A student who is subject to a temporary exclusion order is prohibited from entering University premises and from participating in University activities. The exclusion may, exceptionally, be subject to qualification, such as the permission to take an examination or to enter the University premises to attend a meeting with a support service such as the Counselling or Disability Service. The terms of a temporary exclusion will be individual to each case and will be notified to the student in writing. A temporary exclusion order does not affect the student's status as a member of the University.

The decision to exclude will normally be reviewed within four weeks and a Supported Study Panel will be convened to consider the case.

6 Returning to Study

the student is not fit to study and recommendation should be made to the Vice Chancellor (or nominee) that the student be withdrawn (with relevant consideration given as to whether the student could be granted an appropriate exit award).

The Dean of Faculty will notify the student in writing of the outcome of the meeting together with any agreed action plan and/or conditions for continued attendance (if applicable) normally within 5 working days of the meeting.

A suspension or any previous conditions imposed will remain in place until the outcome of the meeting is communicated to the student.

Each situation will be different and it may not be possible for the student to resume their studies immediately depending on their academic status.

The student should be offered relevant support on return to the University in order to ease their transition. It will be necessary to ensure that the student is assisted by their School with advice where appropriate from specialist services such as Student Liaison Officers, Disability Service, Student Funding and/or the Student Counselling service and staff located in the Life Lounge.

The Dean of Faculty (or nominee) should work with the student and relevant members of the Student Services team and other professionals to provide assistance with drawing up a Return to Study Plan (see Appendix 4). This will address:

- The specific study-related support needs of the student in returning to education;
- The support which the student can reasonably expect from the University;
- Involvement of and liaison with external agencies;
- Any longer term support or reasonable adjustments the student is entitled to under the Equality Act;
- Any conditions the University puts in place that might or will apply to the academic provision on offer;

The Return to Study Plan should incorporate a Risk Management Plan that takes account of the experiences that led to the student initially suspending their studies and any other information that is known to be relevant. Any return to study will be subject to the student's co-operation with this process and full adherence to any conditions made.

7 Right of Appeal

In the communication with the student at Stages 2 and 3 and in the event that the student is refused their request to return to study, the student should be made aware that they have the right to appeal against the decisions reached. The student should submit their appeal (see Appendix 5 for HWSS Appeal Form) in writing within 10 working days of them being notified of the decision at Stage 2/Stage 3/Return to Study. The student should address their appeal to the Standards and Enhancement Office.

When an appeal is against any decision other than expulsion/required withdrawal from the University of the student, the Appeal Officer will be a member of the Executive Board (or nominee) who has not had any previous involvement with the case, as far as is reasonable possible.

If the decision of the University is to recommend expulsion/required withdrawal from the University of the student, the Appeal Officer will be the Chair of the Governing Body (or their nominee in the event of their unavailability).

In their request for an appeal, the student should write a statement explaining the reason for their appeal and confirming the grounds for their request. The grounds for an appeal may be:

- a) There was a procedural irregularity in the conduct or the investigation that may render the original decision unsafe;
- b) New material evidence is available which the student was unable, for valid reasons, to provide earlier in the process and which may have resulted in a different outcome;
- c) The outcome (whether the decision or sanction) was unreasonable.

Students may wish to seek advice from the University of Bolton Students' Union.

The Appeal Officer will consider, in consultation with others where necessary, whether there is a case for considering the appeal. If no grounds for the appeal are found the Appeal Officer shall dismiss the request, informing the student in writing of the reasons for doing so.

- b) making an alternative decision;
- c) referring to another relevant member of staff to make the decision; or
- d) any other reasonable course of action.

The Appeal Officer's decision will be final.

The Appeal Officer's decision will be notified to the student in writing by way of an Outcome Letter which will also be the Completion of Procedures Letter confirming that the University's internal procedures have been completed.

8 Completion of Procedures and the Office of the Independent Adjudicator

If, having received the Completion of Procedures letter which indicates that the student has exhausted the University of Bolton's internal processes, a student believes there has been an error of judgement or that due process has not been followed the stud

Appendix 1 Flowchart



HEALTH, WELLBEING AND SUPPORTED STUDY PROCEDURE

STAGE	ACTION

APPENDIX 2 – meeting notes

Student name:	
ID number:	
Date action plan to be reviewed	

Action no	Action to be made	By who	Date to be achieved

I understand the nature of the concern(s) raised by the University, as has been explained to me and outlined in this document and the possible impact/consequences that this/these concern(s) may have upon my own fitness to study.

I also understand the impact that this/these concern(s) may have upon the community of staff and fellow students who are working and studying at the University and to which I belong.

I have agreed to work towards the action plan outlined above, which has been developed to support me.

I understand that if I am unable or unwilling to carry out the action plan, the University will need to consider taking appropriate or remedial actions, or referral as my situation will require.

Whilst I understand that the University has a duty of care to support me, ultimately I am responsible for my own health and wellbeing and it is my responsibility to be fit to study.

Personal tutor/HOS/Chair name _____

Personal tutor/ HOS/Chair signature _____

Student signature

Due account will need to be taken of any altered structure of the programme of study and of the ability of the University to support the student that could not	Chair of the Stage 3 panel, working in partnership with relevant others	Within five working days of receipt of appropriate medical evidence		
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reasonably have been envisaged at the time of writing the conditions eg the relevant course no longer running.				
Outcome of the review of satisfactory evidence may be: 1) Drawing up a 'Return to Study Plan' in consultation with the student and key School staff.	Chair of the Stage 3 panel, working in partnership with others	Within ten working days of receipt of appropriate medical evidence		
2) If the student is unable to provide satisfactory evidence that he/she has overcome the original difficulties that originally hindered their ability to study and/or make academic progress and therefore a return to study is not deemed to be an option, this must be communicated to the student in person if possible, and followed up in writing with advice that they may Appeal the decision.	Chair of the Stage 3 panel.	Within ten working days of receipt of appropriate medical evidence		

If (2) is the outcome and the student does not accept this decision, the student should follow the Appeals stage of this policy and procedure.

Chair of the Stage 3 panel.

Within 10 working days of student being inform 0 1 1a

Follow the Return to Study Plan

UNIVERSITY OF BOLTON
HEALTH, WELLBEING AND SUPPORTED STUDY APPEAL FORM

This form is to be completed for appeals to be dealt with under the Health, Wellbeing and Supported Study Policy and Procedure.

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An appeal can only be submitted on one or more of the following grounds. Please indicate the ground(s) for your appeal by ticking the appropriate box.

A. There was a procedural irregularity in the conduct or the investigation that may render the original decision unsafe	
B. New material evidence is available which the student was unable, for valid reasons, to provide earlier in the process and which may have resulted in a different outcome	
C. The outcome/decision/action taken was unreasonable	

In relation to the ground(s) you have indicated above (A, B or C), please explain for each relevant ground why you are dissatisfied with the decision or penalty at the previous stage of the Procedure.

Ground A

Please explain why you believe that there was an 'irregularity' in the Procedure in how your case has been considered at a previous stage of the process and how you believe this has affected the outcome (include relevant documents with your submitted appeal, or indicate 'to follow' with timescale for their availability).

Please provide an explanation below together with a list of relevant documents:

Ground B

Please list the documentary evidence you intend to use, and clearly explain why this was not available at an earlier stage of the procedure and the relevance of the evidence to your appeal (include relevant documents with your submitted appeal, or indicate to follow with timescale for their availability).

Please provide an explanation below together with a list of relevant documents:

Ground C

Please explain why you believe the outcome/decision reached or action taken at an earlier stage was unreasonable and the evidence you wish to use to support this include relevant documents

Please provide an explanation below together with a list of relevant documents:

Request for extension to acquire further information: Should you require further time to acquire additional documentary evidence you can make a request here. To do this you must state:

- the precise nature of the documentation to follow;
- the grounds for appeal it relates to;
- the reason that it is not currently available;
- the date by which you will be able to submit the document.

Please provide details below:

Declaration (you must complete this section)

I declare that the information given in this form is accurate, the supporting evidence is genuine, and that I have read and understood the relevant Policy and Procedure.

Name:

Date:

The completed form should be sent either by post to Standards & Enhancement Office, University of Bolton, Deane Road, Bolton BL3 5AB or via e-mail to: SEO@Bolton.ac.uk

Appendix 5

An officer of the University will review your appeal to confirm you have submitted your appeal in time, and have established allowable grounds with appropriate and relevant evidence.