



**University of
Nottingham**

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Support to Study Procedure (UNUK)

1. The information below regarding the Support to Study Procedure should be read in conjunction with the Support to Study Policy.

What is support to study?

2. The University of Nottingham has a range of support available to you during your time as a student with us, including through Student Wellbeing, Disability Support Services, Chaplaincy and Faith Support, the Extenuating Circumstances Procedure, the Voluntary Interruption of Studies process and support for your studies from someone such as a Personal Tutor or Supervisor. We encourage and expect you to actively engage with these processes and to make full use of the support available to you.
3. There may be times when you or others, such as staff within your School or Department, identify a need to use the Support to Study Procedure to help you to manage circumstances or incidents that are impacting upon your health, safety and/or wellbeing and are causing concern about whether you are able or have the capacity to engage with your studies or with the University community appropriately. This Procedure prompts an exploration of the effectiveness of any measures already in place to support you and whether any further support would be beneficial.
4. The Support to Study Procedure may be followed in circumstances where you:
 - a. are exhibiting behaviour that gives cause for concern for your own health, wellbeing and/or safety;
 - b. are exhibiting behaviour that is causing significant disruption or serious risk to other members of the University community or the University itself;
 - c. have an underlying physical or mental health condition that is impairing your ability to engage appropriately with your academic studies and/or the University community;
 - d. are regularly submitting Extenuating Circumstance Claims as a result of concerns about your health, safety and/or wellbeing;

- e. have yourself raised concerns about your ability and/or capacity to study and/or engage with the university life appropriately due to concerns related to your health, safety and/or wellbeing;
- f. are believed to have lost the capacity to make decisions required to study and/or engage appropriately with the University community;
- g. are not able to or lack the capacity to engage effectively with your studies and/or university life;
- h. are declining to engage with support being offered to you; and/or
- i. have engaged with support offered to you, but concerns remain about your health, wellbeing, safety and/or academic progress.

The above is a non-exhaustive list and there may be other circumstances in which it is appropriate to follow the Support to Study Procedure.

Immediate risk of harm

- 5. If at any time it is reasonably considered that you pose an immediate and serious risk to your own health, wellbeing and/or safety or that of others, your case will be escalated to the Associate Director of Student Wellbeing (or their nominee). The Associate Director of Student Wellbeing (or their nominee) will determine whether there is a need to make a recommendation to the Registrar (or their nominee) to suspend and/or exclude you from the University as a temporary precautionary measure. Any such exclusion or suspension will be made by the Registrar (or their nominee) pending a full consideration of your case under the Support to Study Procedure.

The reporting of a concern

- 6. A concern about the impact that your health, safety and/or wellbeing is having on your ability and/or capacity to study and/or engage appropriately with the University community may be raised by anybody, both inside or outside of the University community, including yourself. Any such concern should be directed initially to your Faculty's Support and Wellbeing Team (support-to-study@nottingham.ac.uk).

If you do not engage with the Support to Study Procedure

- 7. The Support to Study Procedure is designed to help and support you to be able to progress with your studies and engage with the University community appropriately. We encourage you to have an active involvement in determining appropriate support mechanisms for yourself and expect you to engage positively with any intervention.
- 8. If, at any stage, you do not engage with the Support to Study Procedure when you are asked to do so, the University may continue to take action in accordance with this Procedure.

Stage 1 – Study Support Meeting

9. If a significant concern is raised about the impact your health, safety and/or wellbeing is having on yourself or others, the Support and Wellbeing Team will usually, as a starting point, check what support, if any, is being provided to you.
10. Following this, the Support and Wellbeing Team will usually arrange a Study Support Meeting between you, a member of the Support and Wellbeing Team, a representative from your School or Department (such as your Personal Tutor) and, where appropriate, representatives from relevant University support services.
11. If you wish to bring someone to support you at the Study Support Meeting, then you may do so. Your supporter must be either an Education Adviser from the Students' Union, a fellow student, a member of staff or, if relevant, a Union representative (e.g. BMA, RCN). Your supporter may take notes on your behalf, but usually they will not be permitted to ask questions (except for clarification purposes), make representations or answer questions on your behalf.
12. At the Study Support Meeting, you will have the opportunity to discuss the concerns that have been raised and any steps that you or your School/Department might be able to take to support you and to mitigate the concerns. You will be encouraged to engage with any relevant support services identified such as:
 - Your Personal Tutor
 - Online resources e.g. relevant University webpages
 - Relevant support networks
 - Support and Wellbeing
 - Disability Liaison Officers
 - Chaplaincy
 - GP and/or other external medical or health professional or support services
 - Staff in University specialist support services including the Counselling Service, Mental Health Advisory Service, Disability Support Service and Visa and Immigration team
13. If it is considered that you require support to allay the concerns that have been raised about you, the Support and Wellbeing Team will draw up a Study Support Action Plan. This will be sent to you within 10 working days of the Study Support Meeting.
14. The Study Support Action Plan will outline any steps that you will need to take, any support that the University will provide and any timescales for review.

Reviewing your Study Support Action Plan

15. Your Study Support Action Plan will be subject to regular review by the Support and Wellbeing Team to ensure that it is supporting you effectively. The frequency of the review will be detailed in your Study Support Action Plan.
16. The review may take the form of a meeting between you and the Support and Wellbeing Team or it may be carried out as a paper-based exercise.
17. The following outcomes may arise from any review of your Study Support Action Plan:
 - a. there are no longer any concerns that require intervention through the Support to Study Procedure – in such circumstances, the Study Support Action Plan will be closed;
 - b. the Study Support Action Plan should remain in place and continue to be reviewed;
 - c. the Study Support Action Plan needs to be revised; or
 - d. a referral to a Stage 2 Study Support Panel is required.

Stage 2 – Study Support Panel

18. A Stage 2 Study Support Panel is an opportunity for a small panel of staff to have a supportive and open discussion with you about the difficulties that you are experiencing and to consider how best the University can continue to support you. Where possible, the Study Support Panel will aim to reach a decision in agreement with you.

When may you be referred to a Study Support Panel?

19. The Associate Director of Student Wellbeing (or their nominee) may decide to initiate a Study Support Panel if:
 - a. you are not complying, or have not complied, with any and/or all of the Study Support Action Plan and/or concerns remain and/or have increased about the effect that your health, safety and/or wellbeing is having on your ability and/or capacity to study and/or engage appropriately with the University community;
 - b. a Study Support Action Plan is in place and you are complying with it, but concerns remain and/or have increased; or
 - c. there is a need for concerns to be escalated to a Study Support Panel without going through Stage 1 of the Procedure and approval for this has been given by the Associate Director of Student Wellbeing or their nominee.
20. If you are referred to a Study Support Panel, you will be informed of this in writing as soon as possible.

Your School's/Department's statement

21. A representative from your School or Department and/or Wellbeing Services will be asked to provide a written statement setting out the concerns, an outline of any support that has been put in place and any recommendations that they have for possible Study Support Panel outcomes.

Panel composition

22. The Study Support Panel will include a:
 - a. member of the Support and Wellbeing Team, acting as Chair;
 - b. Wellbeing Services and/or Disability Support staff member;
 - c. Senior Tutor; and
 - d. note taker (who is not part of the decision making process).
23. The School or Department and/or Wellbeing Services representative will attend the Study Support Panel to answer any questions that the Study Support Panel may have about your academic progress, engagement with the University community and/or any support that is in place for you, but will not be involved in the decision-making process.

Setting up a Study Support Panel

24. You will usually be given at least 10 working days' notice of the Study Support Panel meeting and you will be asked to confirm your attendance and the identity of your supporter, if relevant. If you do not respond, do not attend the meeting having not given reasons, or indicate that you do not wish to attend, the Study Support Panel meeting may go ahead in your absence.
25. When you are informed of the date of the Study Support Panel meeting, you will be provided with:
 - a. details of the purpose and composition of the Study Support Panel;
 - b. a proposed date, time and location of the Study Support Panel meeting (this may be online, via Teams, or in person);
 - c. the opportunity to nominate someone to support you at the Study Support Panel meeting. Your supporter must be either an Education Adviser from the Students' Union, a fellow student, a member of staff or, if relevant, a Union representative (e.g. BMA, RCN). Your supporter may take notes on your behalf, but they may not ask questions (except for clarification purposes), make representations and/or answer questions on your behalf;
 - d. your Study Support Action Plan, if there is one, the School/Department statement and any other supporting evidence;
 - e. a link to this Study Support Procedure; and
 - f. an opportunity to provide a statement to the Study Support Panel.

A statement from you and supporting evidence

26. You will be given the opportunity to provide the Study Support Panel with a statement and supporting evidence in advance of the Study Support Panel meeting. It is up to you whether you wish to provide such a statement and supporting evidence, but you may find it helpful to put your thoughts, concerns and wishes across to the Study Support Panel prior to the meeting and it may help the Study Support Panel to gain a clearer understanding of your circumstances.
27. If you wish to provide a statement and supporting evidence, you will need to send this to the Panel Secretary at least three working days before the Study Support Panel meeting. Your statement and supporting evidence will be shared with the members of the Study Support Panel.

Study Support Panel

28. The Study Support Panel will take place no more than one calendar month from the date that you have been notified of your referral to it unless there are reasonable circumstances that make this impractical. You will be notified if an extension to this timeframe is required.
29. At the meeting, the Study Support Panel will:
- a. ask you for your view on the concerns that have been raised and the impact, if any, that you feel that they are having on you;
 - b. ask you about any mitigating factors that you wish to be taken into consideration and about any particular support or outcomes that you would like to be put in place;
 - c. discuss your School's or Department's concerns with you;
 - d. discuss the support that the University can provide and timescales for providing the support; and
 - e. explain the possible outcomes of the Study Support Panel.

Outcomes of the Study Support Panel

30. Following the Study Support Panel meeting, the Study Support Panel will agree an outcome. In so far as is possible, the possible outcomes will have been explained to you and discussed with you during the Study Support Panel meeting.
31. Where relevant, the Study Support Panel will, after the Study Support Panel meeting, consult with your School or Department, the Visa and Immigration team, the Fees and Charges team, Disability Support Services and/or any other relevant University team or department so that the full impact of any outcome can be explained to you.

32. The potential outcomes of a Stage 2 Study Support Panel are set out below:

Outcomes of Stage 2 Study Support Panel	What this means for you
No support required	The Study Support Panel has decided that you do not require a Study Support Action Plan or any other measure at this time.
Continuation of existing Study Support Action Plan	The Study Support Panel has decided that your existing Study Support Action Plan is sufficient. Your case will be referred back to Stage 1 and your Study Support Action Plan will be reviewed regularly.
Revision of existing Study Support Action Plan	The Study Support Panel considers that your current Study Support Action Plan needs to be revised and reviewed regularly. Following the revision of your Study Support Action Plan, you will be referred back to Stage 1 and your Study Support Action Plan will be regularly reviewed
Creation of new Study Support Action Plan	You do not already have a Study Support Action Plan in place, but the Study Support Panel considers that a Study Support Action Plan is needed. You will be referred to Stage 1 and you will be required to attend a Study Support meeting.
Agreed transfer to a different mode of study	You have agreed to transfer to a different mode of study, for example a part time equivalent and the panel has confirmed that such a mode of study is available to you.
Agreed voluntary interruption to studies	You have agreed to temporarily interrupt your studies in line with the University's Voluntary Interruption of Studies process. This will mean that you will not be entitled to attend teaching or assessments.
Agreed permanent withdrawal from studies	You have agreed to discontinue your studies at the University. You will be required to submit a withdrawal form and you will no longer be considered a student at the University once this has been processed.
Referral to Stage 3	You will be referred to a Stage 3 Review Panel.

33. The outcome(s) of the Study Support Panel will, where possible, be reached with your agreement. If you do not accept the outcome(s) at this stage, then the case will be referred to Stage 3.

34. You will be provided with a Study Support Panel Outcome Letter no more than 10 working days from the date of the Study Support Panel meeting unless there are reasonable circumstances that make this impractical, such as input from multiple

teams being required. You will be notified if an extension to this timeframe is required.

35. The Outcome Letter will set out the outcome that the Study Support Panel has agreed, any relevant timescales for implementation or review, (where relevant) any conditions for returning to or continuing your studies and any right that you have to appeal the decision.

Stage 3 – Review Panel

When might you be referred to a Review Panel?

36. A Stage 3 Review Panel may be initiated:
- a. following a referral from a Stage 2 Panel;
 - b. if following Stage 2 of the Support to Study Procedure, there remain concerns and/or the concerns have increased. This decision may only be taken by the Associate Director of Student Wellbeing (or their nominee); or
 - c. where the concerns and/or risks identified are deemed to be serious enough to escalate to Stage 3 without going through Stages 1 and/or 2 of this Procedure. This decision may only be taken by the Associate Director of Student Wellbeing (or their nominee).
37. If you are referred to a Stage 3 Review Panel, you will be informed of this in writing as soon as possible.

Your School's/Department's statement

38. Your School's or Department's Senior Tutor (or their nominee) and/or Wellbeing Services representative will be asked to provide a written statement setting out the concerns, an outline of any support that has been put in place, including any specific outcomes at Stage 1 and/or 2 if relevant and any recommendations that they have for possible Review Panel outcomes.

Review Panel composition

39. The Review Panel will include:
- a. a Senior Support and Wellbeing Manager (or their nominee), acting as Chair;
 - b. a Faculty Pro-Vice-Chancellor (or their nominee);
 - c. the Director of Student and Campus Life (or their nominee) and
 - d. a note taker (who is not part of the decision making process).
40. The Senior Tutor (or nominee) and/or Wellbeing Services representative will attend the Review Panel to answer any questions that the Review Panel may have about your academic progress, engagement with the University community and/or any

support that is in place for you, but will not be involved in the decision-making process.

Setting up a Review Panel

41. You will usually be given at least 10 working days' notice of the Review Panel meeting and you will be asked to confirm your attendance and the identity of your supporter, if relevant. If you do not respond, do not attend the Review Panel meeting having not given reasons, or indicate that you do not wish to attend, the Review Panel meeting may go ahead in your absence.
42. You will be provided with:
 - a. details of the purpose and composition of the Review Panel;
 - b. a proposed date, time and location of the Review Panel meeting (this may be online, via Teams, or in person);
 - c. the opportunity to nominate someone to support you at the Study Support Panel meeting. Your supporter must be either an Education Adviser from the Students' Union, a fellow student, a member of staff or, if relevant, a Union representative (e.g. BMA, RCN). Your supporter may take notes and ask questions on your behalf, but they may not , make representations and/or answer questions on your behalf;
 - d. your Study Support Action Plan, if there is one, the Senior Tutor's (or nominee's) statement and any other supporting evidence;
 - e. a link to or copy of this Support to Study Procedure; and
 - f. an opportunity to provide a statement to the Review Panel.

A statement from you and supporting evidence

43. You will be given the opportunity to provide the Review Panel with a statement and supporting evidence in advance of the Review Panel meeting. It is up to you whether you wish to provide a statement and supporting evidence, but you may find it helpful to put your thoughts, concerns and wishes across to the Review Panel prior to the meeting and it may help the Review Panel to gain a clearer understanding of your circumstances.
44. If you wish to provide a statement and supporting evidence, you will need to send this to the Panel Secretary at least three working days before the Review Panel meeting. Your supporting statement will be shared with the members of the Review Panel.

Outcomes of the Review Panel

45. Following the Review Panel meeting, the Review Panel will agree an outcome. In so far as is possible, the possible outcomes will be explained to you and discussed with

you during the Review Panel meeting.

46. Where relevant, the Review Panel will, after the Review Panel meeting, consult with your School or Department, the Visa and Immigration team, the Fees and Charges team, Disability Support Services and/or any other relevant University team or department, so that the full impact of any outcome can be explained to you.

47. All the potential outcomes that are available to a Stage 2 Study Support Panel are also available to a Stage 3 Review Panel. Additional possible outcomes available at Stage 3 are set out below:

Outcomes of Stage 3 Review Panel	What this means for you
Recommend that the Registrar or nominee temporarily suspends you from the University	Your registration at the University will be suspended and you will not be entitled to attend your programme of study or assessments. You will still be subject to relevant regulations of the University.
Recommend that the Registrar (or nominee) permanently withdraw you from the University	Your registration and status with the University is cancelled.
Any other action that the Review Panel considers to be appropriate and proportionate.	The Review Panel may exercise its discretion in order to impose an outcome that is appropriate and proportionate to your circumstances.

48. You will be provided with a Review Panel Outcome Letter no more than 10 working days from the Review Panel meeting unless there are reasonable circumstances that make this impractical, such as input from multiple teams being required. You will be notified if an extension to this timeframe is required.

49. The Outcome Letter will set out the outcome that the Review Panel has agreed, any relevant timescales for implementation or review, (where relevant) any conditions for returning to or continuing your studies and any right that you have to appeal the decision.

Return to studies

50. If your studies have been interrupted or suspended under any stage of the Support to Study Procedure due to concerns regarding your mental and/or physical health, you will only be permitted to return once the University is satisfied that you are able and have the capacity to engage appropriately with your studies and the University community.

51. Prior to your return, you will be asked to provide contemporaneous evidence that confirms that you are now able to re-engage as required with your studies and the

University community, with or without adjustments. You may wish to ask a health professional, who knows you well and has supported you during your interruption, such as a care-coordinator or GP, to share evidence with us of your recovery. In addition, the University reserves the right to refer you to Occupational Health for additional or alternative medical assessment.

52. If the Associate Director of Student Wellbeing (or their nominee) considers that you have provided evidence that is not contemporaneous or does not overtly state that you are able to re-engage with your studies and the University community, with or without adjustments, or you do not engage appropriately with any Occupational Health process, you will not be permitted to return and any suspension or interruption will remain in place until you are able to provide the required evidence and/or have engaged appropriately with the Occupational Health process and the University has decided whether you can return.
53. You will be required to attend either a Stage 1 Study Support meeting or Stage 2 Study Support Panel in advance of your return, once we have obtained the required evidence. The stage of the Procedure that will be applicable in your case will be determined by the Associate Director of Student Wellbeing (or their nominee).
54. At the return to study meeting, your current health, safety and wellbeing will be reviewed alongside the demands of your programme of study and a decision will be taken as to whether a return is appropriate and, if so, what support will need to be put in place on your return to your studies at that time.
55. When you return to study, you may be required to change cohort. The regulations applying to the cohort that you have joined will be applicable, which may have implications for your progression or final award.

Appealing a Support to Study outcome

Right to appeal

56. You may only appeal a Stage 3 Panel decision, the decision of the Registrar or nominee to suspend or exclude you pursuant to paragraph 5 above, or a decision not to allow you to return following a period of interruption or suspension.

Grounds for appeal

57. Appeals can only be submitted on the following grounds:
 - a. ***Procedural Irregularity***
Parts or all of the documented Support to Study Policy and/or Procedure were not applied correctly and this disadvantaged you significantly enough to have

materially affected the decision made, rendering it unsound.

b. ***The decision was manifestly unreasonable***

The Panel made a decision which no fair-minded and reasonable person would find comprehensible. You must provide substantive argument as to why this is the case. Disagreement with the decision does not make it manifestly unreasonable.

c. ***Bias***

That bias on the part of one or more of the decision makers was present and can be proven or there is a reasonable perception of bias and this disadvantaged you significantly enough to have materially affected the decision made, rendering it unsound.

d. ***New evidence***

There is new evidence which, for good reason, was not available at the relevant time and which might reasonably have resulted in a different decision.

Appeal Procedure

58. In order to appeal, you must complete the Support to Study Appeal Form and submit it, along with any supporting evidence, to the Support and Wellbeing Team within one calendar month of your receipt of the decision that you are appealing. The decision being appealed will stand whilst the appeal is being considered.
59. If you are appealing a Stage 3 outcome, your appeal will be considered by a Faculty Pro-Vice-Chancellor (or their nominee) who has not had any previous involvement in your case.
60. If you are appealing a decision of the Registrar (or their nominee) to suspend or exclude you, be this as a result of an emergency or urgent concern or as an outcome of a Review Panel, this will be considered by a Pro-Vice-Chancellor (or their nominee) who has not had any previous involvement in your case.
61. The Faculty Pro-Vice-Chancellor (or their nominee) or the Pro-Vice-Chancellor (or their nominee) will consider the issues that you have raised in your appeal and any evidence that you have supplied and conclude whether they consider that you have established the grounds for appeal and, if so, whether the appeal should be upheld.
62. If you have not established grounds to appeal, your appeal will be rejected and you will be provided with written reasons for the decision in a Completion of Procedures letter.

63. If you have established grounds to appeal, your appeal will be considered and it may be either rejected, partially upheld or upheld. If it is rejected, you will be provided with written reasons for the decision in a Completion of Procedures letter. If the appeal is upheld, whether in whole or in part, it may be that:
- a. the original outcome is overturned and no further action is to be taken; or
 - b. you are referred to a new panel at the appropriate stage, comprised of staff who have had no prior involvement in the case.

Completion of Procedures and the Office of the Independent Adjudicator for Higher Education (OIA)

64. Once the appeal procedure has been completed, if you remain dissatisfied with the outcome, you may take your case to the OIA. The OIA operates externally to the University. It will not normally look at a case unless and until all relevant internal procedures have been exhausted and you have received a Completion of Procedures letter. Further information is available from the [OIA](#) website.