

Student Guide: Support to Study

September 2026



What is this guide for?

The Support to Study Policy provides a supportive process where a physical or mental health condition is affecting your ability to engage safely and successfully with your studies.

Its purpose is to identify concerns early and bring you, your curriculum team and relevant support services together to consider:

- the impact on your studies;
- reasonable adjustments and appropriate support;
- practical and academic options; and
- what will help you continue or return to your studies successfully.

Support to Study is not a disciplinary process. Your wellbeing, dignity and voice will remain central throughout.

Who is this for?

The policy applies to all full-time and part-time UCEN Manchester students where there is evidence that a physical or mental health condition is affecting their ability to participate fully in their course or the wider UCEN Manchester community. The process may be considered where:

- your health is having a significant or ongoing effect on your studies;
- you require repeated extensions or reassessments because of health concerns;
- you are finding it difficult to engage with your course because of your health;
- concerns have been raised about your safety or wellbeing, or that of others;
- support already in place is no longer meeting your needs; or
- concerns arise while you are on placement, a field trip or another organised activity.

Wherever possible, concerns will be discussed with you from the beginning.

Why is this important?

UCEN Manchester wants students to be able to engage safely, effectively and successfully with their studies. The Support to Study process provides a fair and consistent way to identify appropriate support, reasonable adjustments and academic options while maintaining your dignity, academic standards and the safety of the wider community.



What does the process look like?

The procedure has three stages. The stage used will depend on the seriousness of the concern and the support already considered.

Stage 1: Initial Case Review

You will meet with your Programme Leader and, where appropriate, another relevant member of staff. The meeting will explore what is affecting your studies and agree appropriate, time-limited actions and support.

The case review should normally take place within **five days** of the concern being raised. The resulting support plan will normally be reviewed within **three weeks**.

Stage 2: Support to Study Panel

This stage may be used if concerns remain after Stage 1 or if the situation is serious enough to require immediate escalation.

The panel will consider the available information, listen to your views and agree proportionate actions and support. The meeting should normally be arranged within **five working days** of escalation, with the support plan reviewed within **three weeks**.

Stage 3: Final Review

A Final Review may be held if the concerns have not been resolved through the earlier stages. The review will consider whether you can continue your studies safely and successfully, whether a break in study would be appropriate or whether withdrawal from the programme needs to be considered.

The Final Review should normally take place within **ten days** of escalation.

What support may be considered?

Depending on your circumstances, this could include:

- support from the Future U Student Support Team;
- wellbeing or counselling support;
- reasonable adjustments;
- assistive technology;
- regular check-ins;
- academic or attendance support;
- an agreed support plan;
- referral or signposting to appropriate external services;
- consideration of a break in study; or
- support to return to study at an appropriate time.

Your curriculum team makes decisions about what is academically possible on your course. Future U can advise on support and reasonable adjustments but does not make final curriculum decisions.

Do I have to do this alone?

No. You may bring one person with you for support at meetings. This could be a friend, family member, fellow student, member of staff or another appropriate supporter.

You can also contact Future U before a meeting if you would like help understanding the process or considering the support you may need. If you are disabled or have access requirements, let us know as early as possible so that reasonable adjustments to the meeting and process can be considered.

How will I be kept informed?

We will explain the concerns, the stage of the process being used and what will happen next.

Meeting arrangements, agreed actions, support plans and decisions will be communicated to your UCEN Manchester student email address. Final Review outcomes and any decision to withdraw you from the programme will be confirmed formally in writing.

You will be involved throughout and given the opportunity to explain your circumstances and share relevant evidence.

It is important to check your student email and engage with meetings and agreed support. If you cannot attend a meeting, contact the organiser as soon as possible. Where a student does not engage, a decision may have to be made using the information available.

Can I appeal a decision?

You can appeal the outcome of a **Final Review** in writing to the Vice Dean within **ten working days** of receiving the decision.

Your appeal must explain the grounds on which you are appealing. You may ask to attend the appeal meeting and can bring one person with you for support.

UCEN Manchester will aim to review the appeal within **ten working days** of receiving it and will give you at least **five working days'** notice if you wish to attend the meeting.

The written outcome will explain any further right to submit a complaint.

Please note the appeal right relates specifically to the **Final Review**, not every decision made during the procedure.

Returning to Study

If you take a break in study, UCEN Manchester will work with you before your planned return to consider:

- your readiness to resume your course;
- any current supporting information;
- reasonable adjustments or support;
- contact with relevant internal or external services; and
- a clear plan for re-engaging with your studies.

The arrangements will also follow the relevant awarding partner's break-in-study requirements.



Where can I get help?

You can:

- speak to your Personal Tutor or Programme Leader;
- contact the Future U Student Support Team at **futureu@ucenmanchester.ac.uk**
- ask Future U about disability support and reasonable adjustments; or
- contact the Students' Union for support and guidance.

You do not need to wait for the formal Support to Study process before asking for help. Early conversations can help us identify appropriate support before concerns become more difficult to manage.

