

Support for Continuing Studies Policy and Procedure

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Amendment needed	Changed yes/no	Additional comments
Programme Leader title needs to be consistently used throughout the document	Yes	As per agreement at previous QSC
Appendix with process flow charts and supporting letters added	Yes	At the request of colleagues following the staff consultation
Removal of strategy dates	Yes	As per agreement at previous QSC

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INTRODUCTION

UCEN Manchester is committed to providing an inclusive and supportive environment for its students. It understands the importance of their physical and mental health and wellbeing in relation to their learning, academic achievement, and wider student experience, and seeks to develop a positive and safe environment that enables them to engage with their studies and achieve to the best of their ability.

This policy and procedure are to be used in situations where a student conduct has:

- raised concerns about their health, safety, or wellbeing and where this is impacting on their academic progress, engagement with study or life at UCEN Manchester in general; and/or
- adversely impacted on other members of UCEN Manchester (including staff and students).

The focus throughout the Support for Continuing Studies Policy and Procedure is on early intervention, support plans and active collaboration. Whilst we seek to work in a supportive, co-operative way with students, cases may arise where this may not be possible because:

- UCEN Manchester, whilst remaining compliant with the Equality Act 2010, is unable to make the necessary adjustments or provide the intensive level of support needed. For example, a student would require 100% online learning, when the course stipulates face to face teaching.
- A student has been unable or reluctant to engage with the available adjustments and support. For example, they have been offered support from Personal Tutor, Future U Student Support Team but they do not attend sessions nor commit to agreed actions.
- UCEN Manchester adheres to the professional judgements of specialists who provide clinical evidence indicating that continuation would pose a risk to student health. Therefore, even if a student wanted to continue despite clinical advice, our duty of care would endeavour to follow the guidance of specialists.
- A student's disruptive behaviour significantly impacts the academic or professional pursuits of others within UCEN Manchester.

SCOPE

This policy and associated procedure applies to all full-time and part-time students enrolled at UCEN Manchester where there is concern for their physical and/or mental health and wellbeing which may be impacting on the health and safety of themselves and others around them.

The Support for Continuing Studies policy and procedure covers student conduct during all teaching and learning activities, whether that be on or off campus, or online. It covers student conduct whilst on UCEN Manchester and The Manchester College premises including but not limited to:

- contact with staff, students, or visitor via telephone, digital or physical means.
- lectures and tutorials
- work placement activities, trips, or visits.

PURPOSE

UCEN Manchester recognises that there may be times during their programme of study when a student may not be able to participate fully and satisfactorily in relation to their academic studies and student life generally. This may be as a result of a new or recurring disability, illness or mental health condition. In such instances, students must be reassured that UCEN Manchester will provide an appropriate level of support, within its available resources, for them to continue with their studies.

The purpose of this policy and associated procedure is to support the student to achieve a positive outcome from their programme of study and to ensure that concerns are identified and discussed in a timely manner and relevant support implemented as necessary.

Where a student's conduct gives rise for concern, the Personal Tutor should consider what might be causing the poor behaviour, for example:

- safeguarding or welfare concerns
- new or recurring disability, illness, or mental health condition
- lack of understanding or disregard of UCEN Manchester's Student Charter

The Programme Leader/Head of Department should then decide whether it is appropriate to use this policy or the UCEN Manchester Disciplinary Policy.

In order to identify the level of support required to develop a plan for that support, the student will be expected to fully engage with the 'Support for Continuing Studies' procedure.

Although UCEN Manchester will endeavour to meet the specific needs of all students, it is also committed to providing a safe and healthy environment for the whole UCEN Manchester community and as such, UCEN Manchester will consider whether such support and adjustments are in line with this principle and if they are, reasonable within UCEN Manchester's resources. Where it is not possible to provide the level of support or adjustments required, UCEN Manchester has the right to withdraw the student from their programme of study.

CONTEXT WITHIN HE

1. What is Support for Continuing Studies?

The Support for Continuing Studies policy is designed to provide assistance to students facing personal challenges related to their physical or mental well-being that may impede their academic progress. By offering tailored support and resources, UCEN Manchester aims to enable students to continue in their studies despite challenges they may encounter. Our commitment is to ensure that every student receives the necessary assistance to either continue their course with adequate support or, if their needs surpass what we can reasonably accommodate, to guide them towards alternative pathways that better suit their circumstances. This policy is part of our commitment to fostering an inclusive and supportive learning environment for all students of UCEN Manchester.

UCEN Manchester will strive to meet the minimum standards required when invoking this policy and procedure. The primary focus will always be on the student's health and wellbeing and ensuring that they are able to achieve a positive outcome.

Any member of staff who has a concern about a student's health and wellbeing which may be affecting their studies or has had a concern reported to them should in the first instance discuss those concerns with the students Personal Tutor or their Head of Department and Future U Student Support team if appropriate, remaining mindful of the confidential and sensitive nature of the matter being discussed. The student must be aware and alerted to the concern and involved in any subsequent meetings.

2. Why it matters to UCEN Manchester?

This policy reflects our commitment to every individual's development within our academic community at UCEN Manchester. By prioritising the health, wellbeing, and academic success of our students, we not only fulfil our educational mission but also foster an environment where each student can reach their full potential.

The overall aims of this policy are to:

- a. foster an inclusive and supportive environment that prioritises students' health, wellbeing, and academic success.
- b. address situations where student conduct raises concerns about their own or others' safety, wellbeing, and academic progress.
- c. respond to cases where adjustments and support may be insufficient, engagement is lacking, or health risks are identified.
- d. mitigate disruptive behaviour that impacts academic or professional progress within UCEN Manchester, ensuring a positive and safe learning environment for all.

This is particularly important to UCEN Manchester because we exist to:

“To deliver first-class technical and professional higher-level skills to meet the priorities of the Greater Manchester region and beyond.”

3. How this policy contributes to UCEN Manchester's Strategy?

This document works in partnership with the Future U Student Support strategy to 'Deliver and provide a seamless and inclusive student-centred support system and structure that enables all students throughout their journey to develop and achieve successful and rewarding academic and professional outcomes based on identifying and mitigating barriers to learning'. Where the strategy outlines our ambition over the next 5 years, the focus of this policy is to respond annually to academic risk and ability to achieve.

4. How this policy contributes to our Access and Participation Plan?

Many students do not experience equality of opportunity in higher education. This is true across the three main stages of a student's higher education journey: access, participation, and progression. The Office for Students, as part of the Access and Participation Plan has introduced the Equality of Opportunity Risk Register (the EORR) which identifies 12 sector-wide risks that may affect a student's opportunity to access and succeed in higher education.

The EORR asks providers to consider which, if any, of their prospective or current students are likely to be affected by the risks, and how these might be mitigated.

- **Risk 7: Insufficient Personal Support:** “Although many students are able to receive personal support from external sources, experiences of this will be different for some students. This may have a negative impact on their wellbeing and academic success.” (Office for Students, 2023)
- **Risk 8: Mental Health:** “Students may experience mental ill health that makes it hard to cope with daily life, including studying. These difficulties may be pre-existing or may develop during higher education study.” (Office for Students, 2023)
- **Risk 11: Capacity Issues:** “Increasing student numbers may limit a student’s access to key elements of their expected higher education experience. This could disproportionately affect those without the financial resources or wider support to react appropriately.” (Office for Students, 2023)

This policy aims to address these risks through; early intervention, personalised support, coordinated support services and timely decision making.

How we monitor risks 7, 8 and 11 as part of this policy:

- a. on-course attainment rates
- b. continuation rates
- c. completion rates
- d. proportions of students progressing to further study
- e. proportions of students progressing into employment

5. Promoting a whole institutional approach

All members of UCEN Manchester have a responsibility to support each other in creating a safe environment which is conducive to study, living and working. Staff are encouraged to address any student concerns through early intervention, positively supporting students through the Student Status process, as well as through dedicated student support teams.

This policy acknowledges that other procedures, such as the Attendance/Disciplinary/Safeguarding Policy/Student Status Policy and Procedure, may need to be used in addition as a supportive measure under this policy, in cases where a student’s ability to achieve is at risk.

This policy also acknowledges that in some cases the Extenuating Circumstances Policy and Procedure may be a preferable option, where the best interest of the student is Deferral or Break in Study. Further information on our Awarding Partner Policies & Procedures can be found on the UCEN Manchester website: [Awarding Partners Policies | UCEN Manchester](#)

Other relevant policies to note:

- [Student Engagement Strategy](#)
- [Future U Student Support Strategy](#)
- [Personal Tutorial Model](#)

6. Who is responsible for what?

All UCEN Manchester managers have a responsibility to:

- a) ensure that all staff are made aware of the Support for Continuing Studies policy and procedure and associated policies.
- b) actively support and contribute to the implementation of this policy.
- c) manage the implementation and review of this policy.
- d) be part of the Support for Continuing Studies process where necessary.

UCEN Manchester staff have a responsibility to:

- a) Understand this policy and seek clarification from management where required.
- b) Consider this policy while completing work-related duties and at any time while representing UCEN Manchester
- c) Support fellow staff in their awareness of this policy.
- d) Provide support and guidance to students prior, during and after the Support for Continuing Studies procedure.
- e) Offer advice or signpost students to Future U services
- f) Raise concerns to the Head of Department if a student is not engaging with their studies and further support is required to ensure the students health and wellbeing is being monitored. This information should be provided on Pro Monitor and stored and shared in line with our Data Protection Policy - [ite-group-data-protection-policy.pdf \(ucenmanchester.ac.uk\)](#)

UCEN Manchester's Students Union has a responsibility to:

- a) ensure that students are aware of this policy.
- b) be involved in the co-creation and evaluation of the policy where it impacts on the student body.
- c) actively support the implementation of this policy.
- d) engage collaboratively with UCEN Manchester and to provide feedback helpful to developing services in support of the policy.
- e) ensure that communications with students regarding are accurate.

UCEN Manchester's students have a responsibility to:

- a) engage in this process and access all support available to them
- b) raise concerns by self-referral where they feel they are having difficulties due to physical or mental health or wellbeing
- c) be aware of the opportunities provided by the Students Union and Future U Student Support Team to enhance their mental health and being familiar with the five ways to wellbeing during their time at UCEN Manchester.
- d) be aware of the UCEN Manchester's commitment to optimum mental health for our community through partnerships with students, staff and Students Union.

7. How UCEN Manchester measures the impact of this policy

UCEN Manchester is committed to the effective evaluation and measurement of the impact of this policy and reporting on it regularly. The policy has many strands, and the impact will necessarily be assessed in a number of different ways, including monitoring and reporting as follows:

Students

- a) Student lived experience and survey data.
- b) Referrals and waiting lists for Future U.
- c) Service engagement and evaluation
- d) Student attrition and retention data

8. How this policy is communicated

UCEN Manchester will ensure that:

- all students receive an accessible version of this policy at induction.
- the impact of this policy is circulated through UCEN Manchester and Students Union channels.
- this policy is accessible to all members of UCEN Manchester.
- staff are informed when a particular activity aligns with this policy.
- staff and students are empowered to actively contribute to and provide feedback on this policy.
- Staff and students are notified of all changes to this policy.

9. Effectiveness of this policy will be assessed through:

- a) feedback from staff and key stakeholders through the SSM Reflection Series
- b) review of the policy through SSM Reflection Series and wider UCEN Manchester Governance structure
- c) reference to the impact measurements details in section 7 above
- d) caseload audits in comparison with retention and achievement outcomes

10. Procedure

The procedure outline below involves three distinct stages of intervention:

1. Initial Case Review (First Stage)
2. Support for Continuing Studies Panel (Second Stage)
3. Final Review/Decision (Third Stage)

Initial Case Review (First Stage)

When initial concerns arise regarding a student's health, well-being, and their ability to effectively engage in their studies, it is appropriate to implement a Stage 1 Case Review.

To be reviewed at the **Initial Case Review:**

- there is evidence of significant non-engagement by the student with their studies which have not been satisfactorily addressed through other interventions and procedures such as but not exclusive to the Student Status Policy and Procedure.
- there is serious concern about a student's physical or mental health and wellbeing.
- the student declares a new or recurring disability, illness, or mental health condition that is negatively impacting on academic progress.
- a member of staff suspects a relevant change in physical or mental health and wellbeing or is advised by a third party of a new or recurring disability, illness, or mental health condition that is negatively impacting on academic progress.
- a student's changing behaviours could suggest a change or deterioration in their mental health or wellbeing which is impacting negatively on academic progress.

The Programme Leader must arrange an initial meeting as soon as possible, which should include someone familiar with the student, such as their Personal Tutor or another academic tutor. Additionally, a member of the Future U Student Support team may be invited to attend. If deemed necessary by the Programme Leader to safeguard the student's welfare, or requested by the student, one additional person may be invited to accompany the student for support. The additional person in attendance may be another member of the UCEN Manchester community, a friend or family member, or any other suitable individual. If the person in attendance is external to UCEN Manchester, they must adhere to the appropriate protocol to gain permission for access to UCEN Manchester and/or The Manchester College premises.

The Programme Leader is responsible for notifying the student in writing about the meeting. The notification should specify that the purpose of the meeting is to address initial concerns regarding their health, well-being, and their ability to continue their studies. It should also clarify that Initial Case Review of the 'Support for Continuing Studies' procedure is being initiated. This document should be sent to the student's term-time address, with an additional copy uploaded to Pro Monitor. While a copy may also be forwarded to the student's UCEN Manchester email address, it is imperative that this supplements the physical copy sent and does not substitute it.

At the meeting, the Programme Leader must:

- reassure the student that this is a supportive procedure and not part of the Disciplinary Procedure - [student-behaviour-disciplinary-and-expectations-policy-and-procedures.pdf \(ucenmanchester.ac.uk\)](https://www.ucenmanchester.ac.uk/student-behaviour-disciplinary-and-expectations-policy-and-procedures.pdf)
- clarify with the student the support they are receiving from their GP.
- in conjunction with the Head of Student Support, Advice and Wellbeing, decide whether the student has capacity under the [Mental Capacity Act 2005 \(legislation.gov.uk\)](https://www.legislation.gov.uk) and who makes relevant decisions for the student. If no decision can be reached, then the Programme Leader must presume capacity and proceed as such whilst making reasonable adjustments for any known disability.
- explain the concerns and the impact these may have on the student's ability to achieve a positive outcome from their course. A positive outcome may include but is not limited to; successfully completing their course with satisfactory grades, actively engaging in extracurricular activities and/or developing the essential skills relevant to succeed in their chosen industry.
- allow the student the opportunity or respond to the concerns.

- listen to the student and gather any initial understanding of the student's perception of the matter.
- agree with the student, appropriate, time bound actions that need to be met to address the concerns.
- as appropriate, draw up a support plan setting out the ways in which they will be supported, for example, assistive technology, one-to-one check ins, referral to Future U Student Support Services, including any obligations on the part of the student; (e.g., in respect of their engagement and attendance)
- discuss with the student their academic options and whether a Break in Study may be the most appropriate and supportive option for them at the time.

[Study | Sheffield Hallam University \(shu.ac.uk\)
mmu-withdrawal-suspension-policy.pdf \(ucenmanchester.ac.uk\)](https://www.shu.ac.uk/mmu-withdrawal-suspension-policy.pdf)
[section-5 - University of Huddersfield
ucen-manchester-pearson-break-in-study-policy-and-procedure.pdf
\(ucenmanchester.ac.uk\)](#)

Following the meeting, the Programme Leader must:

- make a written record of the meeting and agreed actions (this must be recorded on Pro Monitor)
- share the support plan with the student and any other relevant parties, for example, their Personal Tutor, members of the Future U Student Support team and those in attendance at the meeting. Ensure that the student is signposted to both Future U Student Support Services and any relevant external services.

If following the meeting and implementation of the agreed actions and support plan, effective resolution of the concerns is not reached through the Initial Case Review (including when a student does not participate in the procedure without a reasonable excuse), a meeting should be arranged on a specified date to consider further action. The following options should be considered.

- continuation of Initial Case Review, where more time is considered appropriate.
- escalation to Support for Continuing Studies Panel
- invoking the disciplinary procedure

Support for Continuing Studies Panel (Second Stage)

This stage of the intervention will only be initiated if the student's health and well-being remain concerning despite efforts made in the Initial Case Review, and/or if they are deemed to be of a serious or potentially serious nature where the Initial Case Review is deemed inadequate or ineffective. If issues persist with attendance, engagement, or overall behaviour, this stage will be initiated. Furthermore, ongoing struggles with meeting academic requirements, limited involvement in support services, or continued signs of distress may also prompt the initiation of this intervention.

Examples of situations whereby an Initial Case Review would be immediately escalated to the panel, are those which could not have been previously considered, anticipated nor planned for in terms of reasonable adjustments:

- an unexpected health crisis, such as a heart attack, stroke, or severe allergic reaction, that may require immediate medical attention and could result in the student needing significant time off from their studies to recover.
- an unexpected, severe mental health crisis, that may require immediate medical attention and could result in the student needing significant time off from their studies to recover.
- diagnosis of serious illness or injury: A student who experiences a serious illness or injury, such as cancer, a severe infection, or a traumatic injury, may require medical treatment or rehabilitation that interferes with their ability to fully participate in their studies.
- traumatic life events such as bereavement, relationship breakdowns, or financial difficulties can also have a significant impact on a student's mental health and academic performance.

In such situations, the staff member raising concerns should discuss with the Head of Department (Curriculum) to jointly decide on initiating the Support for Continuing Studies panel within the 'Support for Continuing Studies' procedure. The Head of Department will then take the lead in the process.

Given the potentially serious nature of the circumstances prompting the Support for Continuing Studies panel, consideration must be given to the student's health and well-being throughout the procedure. It's essential to assess and provide any necessary support to enable the student to engage effectively with the intervention process.

Once agreed, the Head of Department (Curriculum) must arrange the meeting with the student as soon as possible. It is imperative that the meeting is convened in a timely manner to reduce the likelihood of the concerns increasing. If deemed necessary by the Head of Department to safeguard the student's welfare, or requested by the student, one additional person may be invited to accompany the student for support. The additional person in attendance may be another member of the UCEN Manchester community, a friend or family member, or any other suitable individual. If the person in attendance is external to UCEN Manchester, they must adhere to the appropriate protocol to gain permission for access to UCEN Manchester and/or The Manchester College premises.

The student should be informed that the meeting is in relation to concerns raised about their health and wellbeing and ability to continue in studies and that Support for Continuing Studies Panel of the 'Support for Continuing Studies' procedure is being invoked.

At the meeting, the staff member should:

- reassure the student that this is a supportive procedure and not part of the Disciplinary Procedure - [student-behaviour-disciplinary-and-expectations-policy-and-procedures.pdf \(ucenmanchester.ac.uk\)](https://www.ucenmanchester.ac.uk/student-behaviour-disciplinary-and-expectations-policy-and-procedures.pdf)
- explain and/or review the concerns.
- clarify support being provided by student's GP.
- discuss and/or review the perceived impact/implications of the student's health and wellbeing and ability to achieve a positive outcome on their course.
- allow the student the opportunity to respond to the concerns.
- listen to the student and gather an understanding of the student's perception of the matter.

- remind the student that they are not obliged to accept and engage with the procedure.
- assess the impact of any previous support and identify with the student any further related support needs.
- agree and further interim, time-bound actions to help manage concerns while the referral and assessment procedure is undertaken including any obligations on the part of the student.
- discuss with the student their academic options and whether a Break in Study may be the most appropriate and supportive option for them at the time.

[Study | Sheffield Hallam University \(shu.ac.uk\)](http://shu.ac.uk)

[mmu-withdrawal-suspension-policy.pdf \(ucenmanchester.ac.uk\)](http://ucenmanchester.ac.uk/mmu-withdrawal-suspension-policy.pdf)

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Following the meeting, the Head of Department must:

The decision on whether to proceed with the UCEN Manchester Disciplinary Policy instead of this policy should be based on the following.

- the presence or absence of professional or medical evidence supporting the claim.
- adherence to actions set out in previous meetings.
- engagement with internal and/or external support services.
- if the concern is not related to the student's physical or mental well-being but relates more to the criteria set out under the Student Status policy or if the student is in breach of the Disciplinary Policy.

If it is determined that the matter should proceed under this policy, then the following steps should be taken.

- make a written record of the meeting and agreed actions on Pro Monitor.
- share the updated support plan with the student and any other relevant parties, e.g., Personal Tutor.
- encourage the student to share information from their GP and/or other external agencies, to help us create Personal Learning Plan (PLP).
- arrange a review date, once medical reports are available to decide it will be necessary to escalate the matter to Final Review or whether the matter can be closed.
- in the absence of any medical advice, the lead member of staff will decide whether it is appropriate to continue with the procedure or revert to the Disciplinary Policy

If the student does not or cannot attend the meeting, UCEN Manchester has the right to continue with the procedure in their absence and confirm the outcome to the student in writing.

Final Review (Third Stage)

If effective resolution of the concerns is not reached under the Support for Continuing Studies Panel, escalation to a Final Review should be considered, or alternatively, the use of the UCEN Manchester Disciplinary Policy. The decision to escalate to Final Review must be made by the Head of Department and the Director of Curriculum.

The student should be notified of the meeting in writing and details of who will be in attendance should be included. The student should be allowed to bring one another person with them for support.

At the meeting the Head of Department must:

- ensure that the Resource Manager is appointed to minute key discussion points and the resulting decision. These minutes should be held as a formal record by UCEN Manchester.
- reassure the student that this is a supportive procedure and not part of the Disciplinary Policy.
- explain and/or review the concerns.
- consider recommendations for reasonable adjustments and appropriate support in line with the supporting evidence from the GP or other relevant professional.
- determine whether the student should be allowed to continue their chosen course of study. If this is not possible, in the opinion of the lead member of staff, recommend that the student either applies for a Break in Study or fully withdraws from the programme.
[Study | Sheffield Hallam University \(shu.ac.uk\)](#)
[mmu-withdrawal-suspension-policy.pdf \(ucenmanchester.ac.uk\)](#)
[section-5 - University of Huddersfield](#)
[ucen-manchester-pearson-break-in-study-policy-and-procedure.pdf \(ucenmanchester.ac.uk\)](#)
- if a full withdrawal is agreed, the student must be made aware of their financial liability with both UCEN Manchester and Student Finance England - [HE Tuition Fee Policy \(ucenmanchester.ac.uk\)](#)
- explain the decision to the student ensuring that they fully understand the implications and their right to appeal against the decision.

Following the meeting, the Head of Department must:

- ensure that the decision is clearly communicated to the student in writing. If a final decision cannot be made at the meeting, clearly communicate to the student the reasons for this and provide an agreed timeframe for the decision to be made. Thereafter, the student should be notified of the decision within the agreed timeframe by and agreed means and this decision should also be formally communicated in writing.

If the student does not or cannot attend the meeting, UCEN Manchester has the right to continue with the procedure in their absence and confirm its outcome to the student in writing.

Appealing Against a Final Review

A student can appeal the outcome of the Final Review. Requests should be submitted (in writing) to the Vice Dean, no later than 10 working days after the receipt of the outcome of the Final Review. Students should state the basis on which they are appealing. The decision will be reviewed in the appeal meeting by the Vice Dean and Director of Student Experience and Engagement.

When submitting their request in writing, the student will have the right to request that they present their appeal at the appeal meeting, and they can be accompanied to that meeting by one person as support. If the student attends, once discussion between them and the staff in the meeting has concluded, the student will leave the meeting to allow the panel to make their decision.

UCEN Manchester will seek to review the decision within 10 working days of receipt of the appeal and will give the student 5 working days' notice of the meeting, should they wish to attend.

The outcome of the Appeals Panel is final. Students will be informed of their right to submit a complaint. [complaints compliments policy 23 - 24.pdf \(ucenmanchester.ac.uk\)](#)

Returning to Study

If the decision is that the student should take a Break in Study, the awarding partner policy should be followed, and the UCEN Manchester Break in Study strategy applied to ensure the student is appropriately supported to re-engage in their studies at the appropriate time.

[Study | Sheffield Hallam University \(shu.ac.uk\)](#)

[mmu-withdrawal-suspension-policy.pdf \(ucenmanchester.ac.uk\)](#)

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[ucen-manchester-pearson-break-in-study-policy-and-procedure.pdf \(ucenmanchester.ac.uk\)](#)

APPENDICES

Appendix A – Risk Assessment Record

Risk Assessment Record

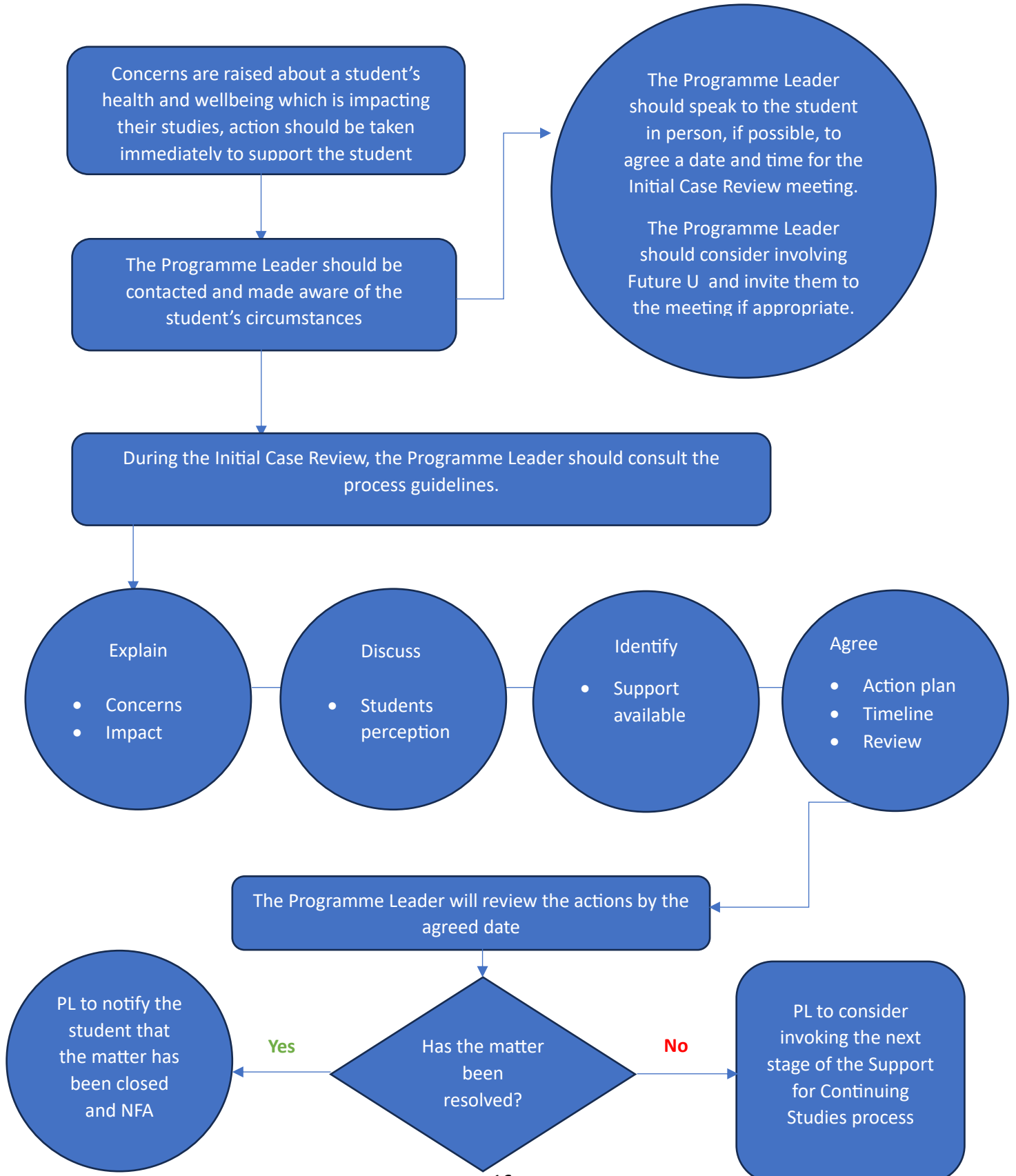
Student name:	
Course:	

What is the risk?	Who may be at risk and how?	Existing controls/support plans in place	Risk level; High, Medium, or Low	Additional controls required to reduce risk	Is the residual risk acceptable?

Assessed by:	Date:
Head of Department:	Date:

Appendix B – Initial Case Review (Stage 1)

Initial Case Review (Stage 1)



Appendix C – Initial Case Review Letter Template

Date:

Dear [insert student name]

Re: Initial Case Review (Stage 1) of the 'Support for Continuing Studies' Procedure

Further to our recent discussion, I am writing to confirm that a Stage 1 meeting has now been arranged. The purpose of this meeting is to discuss our concerns with you and to agree an action plan/support plan which will help you to achieve a positive outcome from your course.

Please be reassured that this is a supportive process, and the panel will discuss with you what reasonable adjustments may be required in order for you to continue studying.

The meeting will be held as follows.

Date:

Time:

Location:

You are welcome to bring another appropriate person with you for support.

If you have a declared disability, you might want to consider reaching out to our Disability Officer for assistance and consultation on the meeting, including the option of having them accompany you. The Disability Officer can be contacted through the central inbox – DSA@ucenmanchester.ac.uk.

It is very important that you attend this meeting so that we can make sure appropriate support is in place as soon as possible. I have enclosed a copy of the Support for Continuing Studies Policy for your information.

Your sincerely

[Insert name]

Appendix D – Support for Continuing Studies Panel (Stage 2) Process

The Support for Continuing Studies Panel will convene when either;

- The student’s health and wellbeing continue to be of concern despite the Initial Case Review having taken place.
- The Initial Case Review would not be considered appropriate or effective.

Consideration must be given at all times to the health and wellbeing of the student and what support they may need throughout this process.

Support for Continuing Studies Panel (Stage 2)

The Head of Department should take lead role during this stage of the process.

The Head of Department should schedule a meeting with the student as soon as possible and invite any relevant colleagues as deemed appropriate. The student should be allowed to bring someone with them for support.

Where possible the HoD should speak personally to the student to schedule the meeting and check what support they might need.

During the Support for Continuing Studies Panel the HoD should:

Explain

- Explain and/or review the concern(s)
- Allow the student the opportunity to respond to the concern(s)

Discuss

- The perceived impact/implications of the student’s health and wellbeing
- Any professional medical evidence
- Whether a change of programme, Break in Study or withdrawal may be appropriate and the most supportive option at the time.

Identify

- Identify with the student any related support they may have in place already or additional support they may need going forward

Agree

- Next steps/action plan
- Timelines
- Review date
- Any further interim time-bound actions to help the student manage their studies.

Following the meeting, the HoD will ensure that a written record of the meeting, any agreed actions, follow up and Possible outcomes from the panel meeting:

- Implementation of reasonable adjustments to enable the student to fully participation meaning the concerns have been addressed
- Student agrees to a Break in Study or withdrawal
- Student continues to present concerns despite support and the Final Review (Stage 3) will be invoked

Appendix E – Stage 2 Letter Template

Date:

Dear **[insert students name]**

Re. Stage 2 of the Support for Continuing Studies Procedure

Further to our recent discussion, I am writing to confirm that a Stage 2 meeting has now been arranged. The purpose of this meeting is to discuss our concerns with you and to review the action/support plan that has been put in place. We would also like to discuss with you any other support that you may be receiving from medical professionals. Please bring with you any evidence of assessment or letters from medical professionals.

Please be reassured that this is a supportive process, and the panel will discuss with you what further reasonable adjustments and/or support that may be required in order for you to continue studying.

The meeting will be held as follow:

Date:

Time:

Location:

You are welcome to bring another appropriate person with you for support.

If you have a declared disability, you might want to consider reaching out to our Disability Officer for assistance and consultation on the meeting, including the option of having them accompany you. The Disability Officer can be contacted through the central inbox – DSA@ucenmanchester.ac.uk.

It is very important that you attend this meeting so that we can make sure appropriate support is in place as soon as possible. I have enclosed a copy of the Support for Continuing Studies Policy for your information.

Your sincerely

[Insert name]

Appendix F – Final Review Panel Letter Template

Date:

Dear **[insert students name]**

Re. Invite to Final Review Panel

As effective resolution has not been established through the previous stages of the Support for Continuing Studies Policy and Procedure, I am writing to confirm that a Final Review Panel has now been arranged. The purpose of this meeting is to:

- explain and review the concerns identified at the start of this process.
- consider recommendations for reasonable adjustments and appropriate support in line with the supporting evidence provided by your GP or other relevant professional.
- determine whether you should be allowed to continue your chosen course of study or whether a Break in Study or complete withdrawal would be more appropriate for under circumstances.

Please be reassured that this is a supportive process, and the panel will discuss all available options with you, to ensure that the most appropriate action is taken.

The meeting will be held as follow:

Date:

Time:

Location:

You are welcome to bring another appropriate person with you for support. A member of staff will also be present to minute discussion points and any final outcome that is decided.

If you have a declared disability, you might want to consider reaching out to our Disability Officer for assistance and consultation on the meeting, including the option of having them accompany you. The Disability Officer can be contacted through the central inbox – DSA@ucenmanchester.ac.uk.

It is very important that you attend this meeting so that we can make sure appropriate support is in place as soon as possible. I have enclosed a copy of the Support for Continuing Studies Policy for your information.

Your sincerely

[Insert name]

Appendix G – Outcome of Final Review Panel Letter Template

Date:

Dear [insert students name]

Re. Outcome of Final Review Panel

I am writing to confirm the outcome of the Final Review Panel that you attended on [insert date and time]. It has been decided that [insert detail of decision made through Final Review Panel].

You have the right to appeal the decision made and details of how to do so are included below.

- Requests to appeal should be submitted (in writing) to the Vice Dean, no later than 10 working days after the receipt of this letter.
- You should state the basis on which you are appealing.
- The decision will be reviewed in the appeal meeting by the Vice Dean and Director of Student Experience and Engagement.
- When submitting your request in writing, you will have the right to request to present your appeal at the appeal meeting.
- If you wish to do this, you are welcome to be accompanied to that meeting by one person as support.

UCEN Manchester will seek to review the decision within 10 working days of receipt of the appeal and will give you 5 working days' notice of the meeting, should you wish to attend.

The outcome of the Appeals Panel is final. You will be informed of your right to submit a complaint should you wish to do so. The complaints policy can be found via the UCEN Manchester website.

If you have any further questions relating to the outcome, please do not hesitate to contact me.

Your sincerely

[Insert name]