

Disengaged Student Process Guide

School Processes (specific processes at '2' may vary)

1

A Student identified as disengaged according to School/Faculty indicators
No known MH/wellbeing concerns

B Student identified as disengaged according to School/Faculty indicators
Existing MH and wellbeing concerns

C Urgent or significant concerns:
follow [Significant Concerns Flowchart](#)

2

Email student asking them to contact. Provide reassurance about purpose being support

Email student asking them to contact. Provide reassurance about purpose being support (advice and discussion of cases available by contact with A & R or duty counsellor)

Five working days later - Second email expressing concern and reassurance about purpose of contact being support

Five working days later, phone/ text, giving deadline of 1 or 2 working days before escalation to A&R

3

Escalate to A & R via adviceandresponse@manchester.ac.uk providing details:

- Student name, Student ID, Reason for concern, how the student has been doing with their studies including any progression concerns, engagement generally, any relevant information from Academic Advisor/lecturers, specific messages needed to be communicated to student

A&R Processes

4

- A & R contact including email, text, phonecall and warning of Emergency Contact (EC) use (if necessary)
- A&R to inform School of likely case-handling times on case by case basis
- Check involvement with other support services etc and pass to C&MH if needed.
- Complete EC log (if necessary to use EC)

Contact made. Resolved or further action identified e.g. provision of specialist support.

No response –seek approval for EC from Director of CL and IGO

EC contacted. Resolved or further action identified e.g. Provision of specialist support.

EC not available/ risks of contacting too great

Sarah Littlejohn/Spencer Davies - Case by case, risk based decision about further action e.g. police, welfare visit, or whether all proportionate steps have been taken

5

School Processes

6

Step 5 - Update passed back to School on template

Step 6 - School based decisions (e.g. case conference, Fitness to Study, exam board, etc.)

Second Disengagement Episode Post A&R Intervention: If a student disengages again/still does not re-engage with School again once they have been 'handed back' from A&R, then School return to Step 1. Case by case they may confer with A&R to see if earlier use of EC than 'A' is appropriate.