

Draft Procedure on Support to Study

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1 Purpose and Scope

- 1.1 This Procedure is one of three that underpins the Policy on Supporting Health, Fitness and Return to Study. It details the ways that the University may support a student where their health and/or behaviour is significantly impacting on their ability to progress academically and/or function at the University. Support can be provided and monitored in a way that negates action to be taken under subsequent procedures. The other two procedures are the Procedure for Fitness to Study and the Procedure on Supporting Return to Study.
- 1.2 This Procedure must be used to refer students with health or wellbeing issues to support services including the Occupational Health Service, the Counselling Service and/or the Disability Advisory and Support Service (DASS).
- 1.3 A statement about confidentiality and disclosure is made within the overarching Policy.

2 Key Roles and Responsibilities

- 2.1 As students are academically based in Schools the first point of contact and/or support is normally to be found there. This will be referred to as their "School" whilst noting that some students' registration may be held outside of the School structures¹.
- 2.2 Students may also seek advice and support from University-wide support services without reference to the School.
- 2.3 There may be occasions where concern for the student is initially identified within their Halls of Residence or by other parties such as Security staff.

3 School/Faculty Processes

- 3.1 Each student on a taught programme is allocated an Academic Advisor and/or Personal Advisor (depending on the exact nature of the Advisor's role). Students on clinically-based programmes may also have a Clinical Academic Advisor. This Advisor will be an academic member of staff based within the discipline area in which the student is studying to whom any academic problems can initially be referred. Advisors will offer advice, support and signposting, as well as monitoring students' attendance and work in order to identify any problems quickly. The Advisor will provide a point of contact and gateway to appropriate services for students experiencing personal difficulties.

¹ This has currently been written in this way to include International Programme/Study Abroad students who are registered with the Directorate for the Student Experience.

- 3.2 Each School should have professional support services staff who will offer student support and make it clear to students (e.g., in programme handbooks) where they should go to for support.
- 3.3 The School may be able to offer support to students in a number of ways through a variety of policies and procedures. This includes:
- (i) the Policy on Mitigating Circumstances for Undergraduate or Postgraduate Taught Programmes of study (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=4271>) or for Postgraduate Research Programmes this is within the Policy on Circumstances Leading to Changes to Postgraduate Research Study (<http://documents.manchester.ac.uk/display.aspx?DocID=8162>).
 - (ii) the Policy on Interruptions for Undergraduate or Postgraduate Taught Programmes of study, (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=26092>) or for Postgraduate Research Programmes this is within the Policy on Circumstances Leading to Changes to Postgraduate Research Study (<http://documents.manchester.ac.uk/display.aspx?DocID=8162>).
 - (iii) Academic Appeals (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=1872>) and a Complaints Procedure (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=1893>).
- 3.4 The School may refer the student to one of a number of University-wide specialist services, although if a disability issue has been disclosed then this must be referred to DASS. If the student does not wish their disability to be disclosed to DASS then a note of this must be made on the student's file.
- 3.5 The School may put in place an action plan of support in agreement with the student and in conjunction with the services listed below.

4 University-Wide Services

- 4.1 There are a number of specialist services to support students available at the University to which a student can be referred or to which a student can refer themselves directly. Where issues are identified Schools should liaise with one or all of the following to form and develop an action plan of support.
- 4.2 The Counselling Service: the Counselling Service offers confidential help with any personal issues affecting work, self-esteem, relationships, sexuality, mental health and general well-being. They mainly offer brief, focused counselling that encourages people to make the most of each session. They also offer a wide range of workshops including managing anxiety, exam stress, procrastination, assertiveness, confidence and self-esteem, low mood, and speaking out in groups. The Counselling Service is part of a wider network of help and support and can advise on where else to seek help within the University and make referrals to NHS mental health services. Emotional, psychological and mental health difficulties should be referred to the Counselling Service via <http://pssweb.manchester.ac.uk/includes/html/counselling/>.
- 4.3 DASS: DASS provides a confidential advice service to students on issues related to disability and accessibility. This can include health conditions, mental health

difficulties, specific learning difficulty (e.g. dyslexia) or a disability. DASS can provide practical support and recommend reasonable adjustments to be made for the student, for example, organising alternative examination arrangements for students in need of additional support. The referral form for the Service is available at <http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=650>.

- 4.4 Occupational Health Service: the Occupational Health Service provides confidential services to protect the health of students and assesses and advises on fitness for training and study to ensure that health issues are effectively managed. Advice can be provided on how the student's health can impact on their studies and a student's fitness to undertake a programme of study. The referral form for the Service is available at <http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=650>.
- 4.5 Residential Life: the Residential Life team provides help and support to students living in University's Halls of Residence. They are either members of staff or postgraduate students who live in the Halls of Residence.

5 Supporting Documents and Additional Sources of Support

[To be added as required – although various references are above anyway].

- 5.1 Students' Union Advice Service: the Students' Union Advice Service is a confidential service where students can get information and advice on personal and academic issues. It is run by professional advisors who are independent of the University.
- 5.2 Guidance has been issued (jointly by the Counselling Service, DASS and the Student Occupational Health Service) for dealing with students with any medical or mental health conditions and this is available at <http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=647>.