

CARDIFF
UNIVERSITY

PRIFYSGOL
CAERDYDD

STUDENT SUPPORT INTERVENTION POLICY AND PROCEDURE

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1. Policy

- 1.1 As a student of the University, you are required to act in a way that respects other students and staff who work and live here, visitors, and the wider community. Your actions should not put either yourself or others at risk of harm.
- 1.2 The Student Support Intervention Policy and Procedure provides a framework to support you during your studies when it appears that your conduct and/or health are either disrupting or having a detrimental impact on you or on the people around you.
- 1.3 You are encouraged to engage with this procedure, which provides a framework to ensure that you will be treated fairly and sensitively and provided with additional support to assist you.
- 1.4 There may be times when the University becomes concerned about whether you are sufficiently well to be able to achieve your best, or whether you are compromising the ability of people around you to achieve their best. There may also be times where continuing to study may have a detrimental effect on you and your health. At a time like this, the University may decide that using the regulations relating to conduct and engagement are not appropriate to your circumstances or best interests. At these times we may use this procedure to help us work with you to decide what to do. For example, in a situation where your actions have a negative impact on you or on the wellbeing of those around you, we recognise the need to be balanced in our response, including when the reported actions may be linked to mental health difficulties, psychological or emotional distress, or neurological conditions.
- 1.5 The University aims to provide you with an opportunity to achieve your full academic potential. We will seek to offer reasonable support and adjustment during your studies to enable you to make your own decisions about your progress. In determining whether the University should engage with you under the terms of this procedure we will consider the context, circumstances, and risk of the situation as it applies to your health and wellbeing, or the effect of your actions on other people around you.
- 1.6 Application of this procedure can begin at any stage of the procedure set out below. Each case will be considered against a fair test, assessing the risk to yourself and/or others: have your actions adversely impacted on, or are they likely to impact on your health or wellbeing, the health or wellbeing of others around you, or the learning and/or living environment at the University?
- 1.7 The decision to escalate within this procedure will normally be made by the Director of Student Support and Wellbeing and/or the Head of School, depending on where the circumstances arise. The decision will be made based on the best information available at the relevant time. Decisions made under the procedure will be made in a fair, transparent way, considering the risks and probability of the impact on your health and wellbeing or that of the people around you.

- 1.8 The Director of Student Support and Wellbeing and/or Head of School may at any point in the procedure refer the case to the Academic Registrar for consideration under another regulation or policy if, based on the information available, it is deemed more appropriate. If we have concerns about your engagement with your studies and/or your conduct when you are a registered student, we may consider the context and circumstances under regulations relating to student engagement with studies, student conduct, fitness to practise, and/or your residences contract.

2. Scope

- 2.1 This procedure applies to all students registered on undergraduate, postgraduate taught or research degrees, or pursuing modules on a full- or part-time basis, engaged in face-to-face study via distance or blended learning, on placement, or on a period of study abroad.
- 2.2 If you are a disabled student and require adjustments to this procedure to be able to fully engage with the process, please contact the Director of Student Support and Wellbeing to identify any reasonable adjustments which can be made to support your engagement.

3. Procedure

- 3.1 The procedure has three stages: assessment and evaluation (stage 1), support intervention (stage 2), and required intervention (stage 3). We will seek to resolve issues at the earliest possible stage in the procedure and will use the procedure to proactively identify and manage risk. Following a risk analysis, there may be intervention and/or further follow-up.
- 3.2 The procedure can be started at any stage as appropriate to the presenting circumstances. It is intended to ensure a consistent and proportionate approach to support interventions. At all stages you may bring a friend or representative to accompany you at any meetings taking place under this procedure. This may be an independent adviser from Student Advice in the [Students' Union](#), a friend, or family member (but not a legal representative). We will normally seek to provide you with a written record of meetings that take place under this procedure within 7 days. A confidential note of meetings under this procedure may be placed on your student record.
- 3.3 In extreme cases where the risk of disruption and associated actions become too great, it may not be appropriate for you to continue with your studies at that time. In these circumstances there may be a decision that you must take an interruption of studies. If this happens the procedure includes steps which provide you with the opportunity to recover and continue with your studies through a supported return.
- 3.4 If all support options have been exhausted or are unlikely to safeguard against harm to you or others or to satisfactorily reduce the risk of harm, the required intervention stage may exceptionally recommend to the Vice-Chancellor that you are permanently excluded from the University without an opportunity to return.

4. Stage 1: assessment and evaluation

- 4.1 When a member of staff identifies concerns about your actions and the impact of those actions on yourself and/or on the wellbeing of the people around you, you may be invited to meet with Academic School staff. This will usually be your personal tutor or School manager, and/or another officer from the School.
- 4.2 At the meeting you will be able to hear all of the issues of concern and you will be offered the opportunity to disclose any mitigating circumstances. You will be provided with information about support available within the University.
- 4.3 The purpose of the meeting is to assess the presenting facts and all related evidence, giving you an opportunity to respond and try to resolve the concerns. Relevant documents will be shared with you prior to the meeting, unless there is an exceptional reason, such as the medical advice received has identified that hearing the evidence may place you at risk of harm.
- 4.4 Possible outcomes of the meeting might be an informal action plan which all parties agree to, or an escalation to stage 2 of this procedure, support intervention. If you do not engage with this stage of the procedure, it is likely it will be escalated to stage 2.
- 4.5 If you are studying on a course leading to a professional registration and the Fitness to Practise Procedure applies, your School may refer the matter to be dealt with under that procedure as a result of the Assessment and Evaluation stage of this procedure.

5. Stage 2 support intervention

- 5.1 If concerns are not resolved following the assessment and evaluation stage of the procedure, or if the member of staff considers that the risk presented is above the threshold to use that stage of the procedure, the School may inform the Director of Student Support and Wellbeing of their concern(s). The Director will then take steps to gain an understanding of relevant facts.
- 5.2 Unless your behaviour necessitates a faster intervention, we will normally provide 7 days' notice of a stage 2 meeting. Relevant documents will be shared with you prior to the meeting, unless there is an exceptional reason. Such an exceptional reason might be that medical advice received has identified that hearing the evidence may place you at risk of harm.
- 5.3 The purpose of the meeting is to explain the concerns of the University, the potential impact of the reported circumstances or behaviour on you and/or others, to assess your capability to study at the present time, and to discuss and agree an action plan to support you in your studies. You will be asked to agree to the action plan which may set out a number of support interventions to assist you. These may include requiring you to attend weekly meetings with a nominated member of staff for a specified period of time, requiring you to engage with University support or external support or advice, or other

reasonable step(s) to support a change in the actions that are a cause for concern or causing unacceptable risks to either yourself or others. A review date will be agreed. Alternatively, you may be supported to take a break from your studies if you decide that this is in your best interests, in accordance with the Interruption of Study Procedure.

- 5.4 If the Support Intervention meeting considers that an action plan will not sufficiently mitigate the risk of risk of harm, injury or disruption to you or other people in a sufficiently timely manner, it may instead refer your case to stage 3: required intervention.
- 5.5 If you decide not to attend the support intervention meeting, we may make a decision about your capability to study based on the information we have available to us and any presenting risks.
- 5.6 If you do not follow an agreed action plan and/or if there are further instances of actions which raise a risk of harm, injury, or disruption to you or other people, a required intervention meeting (section 6) will be arranged.

6. Stage 3: required intervention

- 6.1 If the risks associated with your actions remain a cause for concern and have not been reduced to an appropriate level through stage 2 of this procedure, or if your actions have raised a serious and immediate risk of concern for the safety of yourself or those around you, the Director of Student Support and Wellbeing may call a stage 3 required intervention meeting.
- 6.2 A required intervention meeting will consider all the relevant information available regarding your studies and conduct, to enable an assessment of risk to take place and to assess your capability to study at that time. We will advise you that the meeting is being arranged under stage 3 of this procedure and will provide you with a copy.
- 6.3 The required intervention meeting will consist of at least 3 members of staff representing your Academic School, Student Support and Wellbeing and Registry. The panel may include the following staff or their nominee:
- Relevant senior staff from Student Support and Wellbeing;
 - Head of Student Cases;
 - Head of School;
 - Personal tutor;
 - The Director of Campus Facilities, if you live in University accommodation and/or if some of the concerns relate to behaviour in University accommodation;
 - Representative(s) from any other University department(s) which are relevant to the case;
 - Relevant external parties or agencies, e.g. Student Police Liaison.
- 6.4 The purpose of a required intervention meeting is to assess the risk to you and those around you as a consequence of your actions. The meeting will

consider the level of risk and if it is likely to persist, reduce or become worse; and therefore what actions will be required of you.

- 6.5 The required intervention meeting will consider evidence including whether you have been able to comply with any prior action plans that have been in place as a result of agreements at stage 2. It will also consider whether any further action plans could be agreed to enable you to continue with your studies at the present time.
- 6.6 Relevant documents will be shared with you prior to the meeting unless, in exceptional circumstances, there is medical evidence to demonstrate that hearing the evidence would put you or others at risk. You will have the opportunity to provide a written and/or oral statement to the meeting.
- 6.7 Once all of the evidence has been presented, you will be asked to leave the meeting while the circumstances are considered by the panel. We will try to provide you with the decision or recommendation of the stage 3 required intervention meeting in person on the day, but, where this is not possible, we will write to you within 7 days of the meeting. If you have been advised of the decision at the meeting, you will receive written confirmation within 7 days of the meeting. This will set out how you can appeal against the decision under the University Review Procedure.
- 6.8 Where an action plan is changed or developed at stage 3, a review meeting will be scheduled and the case will be reviewed using the support intervention meeting arrangements (section 5) in an agreed timescale.
- 6.9 Where the required intervention meeting decides the risk is too high, the panel may decide that you are not permitted to continue your studies at that time. In reaching the decision, the panel will consider the risk of harm or other serious consequence to yourself or others, and will recommend to the Vice-Chancellor that you be required to take an interruption of studies or that you are temporarily suspended. If the Vice-Chancellor agrees with that recommendation, the decision will include the following:
- The duration of the interruption of study or suspension;
 - Contact information for our Student Support services and a requirement that you discuss your support needs with these services before returning to your studies;
 - Information about relevant sources of help outside the University;
 - Information the University will require from you before you are able to rejoin your studies under the terms of Return to Study Procedure. This may include an in-date letter from your GP or other registered health professional who is familiar with your care, stating that you are fit to study and rejoin the University community.
 - Contact points to enable you to keep in touch will be agreed during the interruption of study or suspension in line with the [Return to Study Procedure](#).
 - We may also request a report from the University's Student Occupational Health Physician confirming that you are fit to study. If this is the case, you will be asked for permission for the report to be

disclosed to the Director of Student Support and Wellbeing. The University reserves the right to impose other requirements depending on the individual circumstances of the case.

6.10 If the stage 3 required intervention meeting decides that:

- your return to study in the foreseeable future is likely to have a detrimental effect on your health, **or**
- you pose an unacceptable risk of harm to yourself or other people around you, **or**
- all support options have been exhausted **and** there remains potential risk of harm to yourself or others in a University setting **and** it has not been possible to sufficiently reduce the level of risk presented,

it may exceptionally recommend to the Vice-Chancellor that you are permanently excluded from the University.

6.11 If you do not attend a stage 3 required intervention meeting, we will make a decision about your capability to study in your absence and based on the information we have available to us.

7. Request for review

7.1 You may request a review in, accordance with the grounds set out in the [University Review Procedure](#), of one or more of the following decisions:

- The action plan which has been put in place;
- The terms of the action plan put in place;
- A required interruption of study (including, where appropriate, any conditions for return);
- Permanent exclusion.

8. Return to study

8.1 At all times it is the University's preference that you are enabled to return to studies and to achieve to the best of your ability without detriment to your safety or wellbeing or that of those around you.

8.2 If you have, as a result of the provisions in this procedure, taken (or been required to take) an Interruption of Study, we want you to be able to return to your studies at the right time for you without prejudice.

8.3 At the earliest possible time when considering your return to study you should engage with our Student Support professionals. It is important that you understand the effect of your decisions on your finances, health, and immigration status (if appropriate). You should also discuss your plans with your Personal Tutor or equivalent.

8.4 If you are a registered student, you have access to Student Support services provided by the University as set out in the Interruption of Study Policy.

8.5 Your return to study will be managed in accordance with the Return to Study Procedure.