

REGULATION 10 SUPPORT FOR STUDY

Freedom of Speech

City St George's, University of London, regards freedom of speech and academic freedom to be fundamental to delivering its mission as the University of business, practice and the professions. Its values in this respect are set out in a code of practice on freedom of speech and academic freedom, which explains how the University will uphold, secure, and promote freedom of speech within the law. See: <https://www.citystgeorges.ac.uk/about/governance/policies/code-of-practice-on-freedom-of-speech>

Nothing in this regulation should be interpreted in any way that would be inconsistent with the code of practice and – in the event of any inconsistency – the provisions of the code will prevail.

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* Note that previous versions of Regulation 10 were called 'Fitness to Study'

Equality and Diversity Statement

We are committed to promoting equality, diversity and inclusion in all our activities, processes, and culture, under the Public Sector Equality duty and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

We are committed to championing equality. This includes where applicable to this policy. In the coordination and make up of our decision-making Panels we are striving to fulfil our commitments to racial equality, gender balance, and actively consider representation of other protected groups.

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Introduction

1. This regulation sets out how we will support you and others to participate fully and effectively in your academic studies and life generally at City St George's.
2. It provides a process which enables us to
 - a. Support your wellbeing and your studies;
 - b. Make good and balanced judgements;
 - c. Manage any impact that your health may at times have on other students and their opportunities to learn.
3. No part of this process is a disciplinary process.
4. For an overview of the process, please refer to Appendix 3.
5. In this regulation "you" and "your" means a student registered for a programme taught by City St. George's, University of London. "We", "us" and "our" means the University or any of its staff, depending on context.

Key Principles

6. City St. George's, University of London is committed to protecting the health, safety and wellbeing of all students and stakeholders. The University is an educational institution that aims to provide a supportive, engaging and inclusive learning environment for students, conducive to education, research and a positive student experience.
7. In meeting these aims, we recognise that we need to support you if there are concerns about your wellbeing and/or behaviour which may be related to your mental and/or physical health, and which are having an impact on you or someone else.

Wider Support for Students

8. The University provides support for students via a number of services. Details can be found on the [Student Hub](#).
9. The University also has a number of processes to support students, including
 - a. Where a student has declared having a disability, health condition, or learning difference, and registers with the relevant support service, relevant adjustments will be provided via reasonable adjustments, and other support as agreed;
 - b. Where a student faces circumstances that are unforeseen and outside their control which have a material impact on assessment(s), they should consider requesting extensions to assessment deadlines where offered, or refer to the [Extenuating Circumstances Policy](#);
 - c. Where a student has medical conditions or personal reasons which affect their ability to continue with their programme of study, they may wish to take a break from their studies for a defined period of time, referring to the [Interruption of Studies & Withdrawal Policy](#) and [Regulation 19 \(Assessment\)](#).

Scope

10. This regulation may be used in circumstances when there is a possible impact on
 - a. Your own health and safety, wellbeing or ability to participate fully and effectively in your academic studies and life generally at City St. George's;

- b. The activities, health and safety or wellbeing of other students and staff, other members of the City St. George's community or the general public;
 - c. The teaching and learning environment.
- 11. This regulation will not be used in the following circumstances:
 - a. When the issues are solely related to your academic performance or your extenuating circumstances where there is a short-term impact on assessments;
 - b. Where you are on a programme regulated by Professional Statutory and Regulatory Bodies (PSRBs) and where the Fitness to Practise Policy and Procedure is in place;
 - c. Where there is no evidence of a mental or physical health condition, disability or learning difference, whether diagnosed and/or disclosed, and we are concerned that your behaviour could potentially be considered misconduct;
 - d. Where there is evidence of confirmed or potential criminal activity.
- 12. In these cases, we will consider the matter under an alternative regulation or policy, including, but not limited to, [Regulation 19 \(Assessment\)](#), [Extenuating Circumstances Policy](#), [Regulation 13 \(Student Discipline\)](#), and the [Fitness to Practice Policy](#).
- 13. Where we determine that there is potential immediate and significant risk, requiring urgent action, the matter will normally be managed via temporary precautionary measures, as outlined in *Temporary Precautionary Measures*.

Procedure

- 14. If we identify a potential impact, as set out in point 10, we will take the following steps:
 - a. First, we will arrange a School Support Meeting to tell you about our concerns and discuss together how we might be able to help.
 - b. If we still have concerns, or we have more serious concerns, we may arrange a Specialist Support Meeting where we can discuss with a specialist what help we can provide and where we can look together at adjusting any support you may already be receiving.
 - c. We may arrange a University Review Meeting if we still have concerns after earlier meetings, or if we have more serious concerns at the outset.

School Support Meeting

- 15. This is a meeting between you and staff in your School, usually including the School Welfare Officer.
- 16. It allows them to talk to you about their concerns. They want to learn more about your current health and circumstances, think together about any support that may be available to you and consider what your options are in relation to your studies.
- 17. Your School will contact you to invite you for a School Support Meeting. They will
 - a. Confirm why the meeting is being arranged;
 - b. Confirm when and where the meeting will take place;
 - c. Confirm who will be attending;
 - d. Tell you about the support you can receive from the Students' Union during any Support for Study meetings: the Students' Union can advise you on the regulation and how to get the most out of the process so that we can best support you;
 - e. Invite you to choose someone to attend the meeting with you to support you if you wish.

18. You may request, or your School may suggest, that someone from a relevant support service within Student Health & Wellbeing attends the meeting too. This is not essential but may help us to identify support that we can offer.
19. At the meeting, you will discuss your options for support – a template agenda can be found in Appendix 4.
20. Together, everyone at the meeting will create an action plan to record the outcome(s). The member of staff will take notes at the meeting, and share the action plan with you afterwards. A template action plan can be found in Appendix 5.
21. The outcome(s) of the School Support Meeting could include the following:
 - a. A decision that this meeting was sufficient and no further support is required;
 - b. You are directed to further sources of support, such as Student Health & Wellbeing, possibly to discuss, implement or review reasonable adjustments;
 - c. You are referred for support under a different, more relevant process, for example Extenuating Circumstances Policy, Interruption of Studies process or extension to assessment deadlines;
 - d. A decision that a more structured package of support is needed, and you will be referred to a Specialist Support Meeting;
 - e. A decision that neither this meeting nor a Specialist Support Meeting would be sufficient to address the concerns, possibly because there are more serious immediate risks to you or other members of the City St. George's community, and you will be referred to a University Review Meeting;
 - f. A decision that the concern regarding your behaviour could represent misconduct and it is not appropriate for consideration under the Support for Study Regulation; instead the matter is referred to [Regulation 13 \(Student Discipline\)](#).
22. In the case of (b) and (c), we will invite you to meet us again to discuss whether the outcome(s) have helped. The outcome(s) of this follow-up meeting could include all those listed in point 21 above.
23. We want to discuss these options with you, but we understand that it may not always be possible for you to participate in the meeting. If you are not able/willing to attend the School Support Meeting, do not engage with the actions we have agreed, or the actions are implemented but we still have concerns about your wellbeing or behaviour, we may hold the meeting in your absence, refer you for more structured support at a Specialist Support Meeting or refer you to a University Review Meeting.

Specialist Support Meeting

24. If you are referred to a Specialist Support Meeting, you will be notified within three working days of this decision.
25. This is a meeting between you, staff from your School, such as those involved in the original School Support Meeting, and staff from relevant support services who can provide specialist advice.
26. This meeting is an opportunity to discuss any ongoing concerns about your wellbeing or your behaviour, what support you have been offered so far, and what other support or options are open to you.
27. Someone from your School will schedule the meeting, and will
 - a. Confirm why the meeting is being arranged;
 - b. Confirm when and where the meeting will take place;
 - c. Confirm who will be attending;
 - d. Give you copies of any supporting documentation;

- e. Tell you about the support you can receive from the Students' Union during any Support for Study meetings: the Students' Union can advise you on the regulation and how to get the most out of the process so that we can best support you;
 - f. Invite you to choose someone to attend the meeting with you to support you if you wish. You will be asked to confirm two working days in advance of the meeting who you have chosen. You may like to be supported by someone from the Students' Union. Usually, this person would not be legal representative.
28. At the Specialist Support Meeting, we will usually do the following:
- a. Talk about what prompted this meeting and why it is required;
 - b. Give you the chance to ask questions about any concerns that have been raised, and the process being used;
 - c. Give you the chance to respond to any concerns raised and the decision to arrange this meeting;
 - d. Ask what you think about your wellbeing or the impact of your behaviour on yourself and others;
 - e. Discuss what has already been done to support you and what support you have already accessed (at City St. George's and elsewhere);
 - f. Discuss what support is available that you have not yet accessed;
 - g. Consider whether disability-related reasonable adjustments that are already in place are sufficient, or whether reasonable adjustments are required;
 - h. Talk about all available options, including whether it would be helpful for you to take a break from your studies for an agreed period of time. We will discuss this carefully with you, including how you might spend that time away from University, what support would be available, what effect this might have on your accommodation, funding, visa etc, referring to *Interrupting Your Studies*. We will also talk about what is needed for you to return to study, referring to *Returning to Your Studies*.
- A template agenda for the meeting can be found in Appendix 6.
29. We will create an action plan together to record the outcome(s) of the meeting. Someone from your School will take notes at the meeting and share the action plan with you afterwards. A template action plan can be found in Appendix 7.
30. The outcome(s) of the Specialist Support Meeting could include
- a. A decision that this meeting was sufficient, and no further support is required;
 - b. Adjustments to the nature and type of support you receive;
 - c. A referral to Occupational Health and/or a support service and/or an alternative support process;
 - d. Everyone (including you) agreeing that you would benefit from taking a break from your studies ('interrupting' your studies), as per *Interrupting Your Studies*, until you are well enough to re-join the programme, as per *Returning to Your Studies*;
 - e. A decision to refer you to a University Review Meeting;
 - f. A decision that the concern regarding your behaviour could represent misconduct and it is not appropriate for consideration under the Support for Study regulation; instead, the matter is referred to [Regulation 13 \(Student Discipline\)](#).
31. In the case of (b) and (c), we will invite you to meet us again after a specified amount of time to discuss whether the outcome(s) have helped. The outcome(s) of this follow-up meeting could include all those listed in point 30 above.
32. We want to discuss these options with you, but we understand that it may not always be possible for you to participate in the meeting. If you are not able/willing to attend the Specialist Support Meeting, do not engage with the actions we have agreed, or the actions are implemented but we still have concerns about your wellbeing or behaviour, we may hold the meeting in your absence or refer you to a University Review Meeting.

University Review Meeting

33. If you are referred to a University Review Meeting, you will be notified within three working days of this decision.
34. The referral to a University Review Meeting will be made by your School. The Head of Academic Services (or nominee) from your School should complete the form in Appendix 8.
35. This meeting provides a more formal opportunity to consider the ongoing concerns, what support is required and whether we can provide it. Even though it is a more formal meeting, everyone will be friendly and will treat you with respect.
36. A University Review Meeting will only be arranged
 - a. If a School Support Meeting or Specialist Support Meeting has agreed to refer the concern;
 - b. If we have a serious concern about your wellbeing or behaviour, and we think that it represents a potential risk to your safety or the safety of others, and that it requires urgent consideration;
 - c. Following temporary precautionary measures as per *Temporary Precautionary Measures*;
 - d. Where a referral has been made from [Regulation 13 \(Student Discipline\)](#).
37. Someone from Academic Services will schedule the meeting, and will
 - a. Explain why the meeting is being arranged;
 - b. Confirm the date, time, and location of the meeting – usually this would be 3-4 weeks after the referral;
 - c. Tell you who will be attending the meeting and in what capacity (see points 40 and 41 for details);
 - d. Give you a copy of the referral form, and any other supporting documentation;
 - e. Tell you about the support you can receive from the Students' Union during any Support for Study meetings: the Students' Union can advise you on the regulation and how to get the most out of the process so that we can best support you;
 - f. Invite you to submit documentation for consideration at the meeting and confirm the deadline to receive this, which is usually around ten days before the meeting (any documentation you submit after this deadline will need to be agreed by the Chair);
 - g. Advise you that your School may also wish to submit documentation for consideration, and tell you when you can expect to receive a copy;
 - h. Invite you to choose someone to attend the meeting with you to support you if you wish. You will be asked to confirm two working days in advance of the meeting who you have chosen. Usually, this person would not be a legal representative. Someone from the Students' Union would be ideal.
38. You may be accompanied by more than one individual only with the agreement of the Chair. Under very exceptional circumstances, the University may allow a solicitor or barrister to attend in their role as a legal professional. Such exceptions will be considered on a case-by-case basis by the Director of Academic Services (or nominee), using the following criteria:
 - a. The seriousness of the situation
 - b. Complexities in the evidence likely to be presented
 - c. Your capacity to understand the reasons for holding the panel
 - d. Likely procedural challenges
 - e. The need for fairness in discussions and questions that may be raised

If you wish to request that a solicitor or barrister attends in their role as a legal professional, you should notify us as soon as possible. We may need to rearrange the meeting if sufficient notice is not provided to allow the Chair and other attendees to seek their own legal advice.

39. We would like you to attend the meeting to discuss your options with us, but we realise that it may not always be possible for you to participate. If you are not able or willing to attend, the meeting may be postponed to give you the opportunity to attend if possible, or it may go ahead in your absence.
40. Members of the University Review Meeting will consider the available options and make a decision about the next steps. They will include
 - a. A representative from your School, usually your Programme Director (or nominee);
 - b. A representative from Student Health & Wellbeing, or Student Support Services;
 - c. A Students' Union officer;
 - d. An independent member of staff who will act as Chair – this person will be chosen from the list of staff approved by Senate to sit on institutional-level casework meetings and panels.
41. In addition, a Secretary will be present and other people may attend to provide information. These attendees will not be permitted to make any decisions.
42. The members will consider
 - a. The form referring you to the University Review Meeting;
 - b. Documentation relating to support provided to you and actions taken as part of the Support for Study process (where relevant);
 - c. Statements or submissions from appropriate members of staff from your School, and/or another City St. George's department – either in person (verbally) or in writing, or both;
 - d. Statements or submissions from you – either in person (verbally) or in writing, or both; you may only have another person make representations on your behalf with the agreement of the Chair;
 - e. Information provided by consultants, where relevant – e.g. information provided by experts about the your health condition, disability or learning difference, or staff members with expertise in student visa rules;
 - f. Any other relevant information or documentation.

A template agenda for the University Review Meeting can be found in Appendix 9.

43. You and any other attendees (apart from the Secretary) will be asked to leave the meeting while the members consider what they have heard and discuss possible outcomes.
44. The members will agree one or more of the following:
 - a. That there is no concern that warrants consideration under this regulation and that no further action will be taken under it;
 - b. That you may continue with your studies, but with certain conditions or recommendations, as outlined in *Continuing With Your Studies*;
 - c. That they require further information to make a decision on the next steps, as outlined in *Requesting Further Information*;
 - d. That you should take a break from your studies for an agreed period of time, i.e. 'interrupt' your studies, as per *Interrupting Your Studies*, and receive support to return, as per *Returning to Your Studies*;
 - e. That you are required to withdraw from your programme, as per *Withdrawing From Your Studies*;
 - f. That there is no appropriate action that can be taken under this regulation, but refer the concerns for consideration under a different regulation or process, including [Regulation 13 \(Student Discipline\)](#).
45. The members will need to consider any potential impact on you in relation to maximum registration periods, fees (and any fee refunds), student loans, bursaries, grants, visa-related issues and accommodation. You should be referred to appropriate support services (within City St. George's or externally) for guidance and advice in relation to any potential impact.

46. The members are encouraged to consider the potential impact on affected services, Schools or individual staff members as a result of its proposed decision. Where appropriate, they may need to agree with affected services, Schools or individuals that the proposed decision is practical and acceptable before agreeing that decision and letting you know.
47. Before the meeting concludes, the members will need to ensure that follow-up actions and timescales are clearly defined and responsibility for monitoring is allocated.
48. The Secretary will take notes at the meeting and will record the decision and the rationale for the decision.
49. The decision and the notes from the meeting will be circulated to you and relevant staff members, usually within 10 working days of the meeting. The members may make recommendations for the way that this information is shared to you and others, to best support you.
50. You may suggest amendments to the notes, but it is at the Chair's discretion whether any amendments will be made. Your suggestions may be attached to the notes as an addendum, at the Chair's discretion.

Continuing With Your Studies

51. If the University Review Meeting decides that you may continue your studies, it may make one or more of the following conditions or recommendations:
 - a. Refer you for specific support from a relevant support service;
 - b. Make recommendations for the introduction of, or a change to, agreed reasonable adjustments;
 - c. Prepare, review or continue an action plan with regular monitoring by an agreed member of staff;
 - d. Determine that you must be excluded (permanently or temporarily) from a specific aspect of your programme of study or City St. George's-related activity (e.g. sport team, society, placement, or other). The impact of an exclusion will be considered in full before confirming this decision. This decision will be reported to the relevant School/Service for action.
52. In this case, the University Review Meeting will be reconvened at a specified time to consider whether the outcome(s) above have helped, and to agree the next steps. The meeting may decide any of the outcomes available to it as outlined in point 44.

Requesting Further Information

53. If the University Review Meeting decides that it needs additional information to agree the next steps, it may
 - a. Refer you to the Occupational Health (OH) Service for an assessment. You will be asked to give consent for this referral. You have the right to refuse a referral but should note that the meeting may then have to make a decision about the next steps without full knowledge of your health or wellbeing. The OH Service will advise on what (if any) other services should be involved. The OH Service may request medical evidence from your GP/specialist.
 - b. Request additional evidence or specific information from you or a relevant department/School at the University.
54. In this case, the University Review Meeting will be reconvened to review the new information and make any of the decisions available to it as outlined in point 44.

Interrupting Your Studies

55. You may agree to interrupt your studies at one of the earlier stages of this process, and should refer to the [Interruption of Studies & Withdrawal Policy](#), the [Interruption of Studies & Withdrawal Guidance](#) and [Regulation 19 \(Assessment\)](#). Alternatively, the University Review Meeting may decide that you are required to interrupt your studies.
56. A period of interruption can be a productive and useful time, allowing you to focus on your health or wellbeing and return to your studies when you are able to engage effectively and get the most out of your time at City St. George's.
57. The meeting where this decision is made will agree
 - a. The initial period for the interruption;
 - b. Who your contact is during this period;
 - c. What support you can expect;
 - d. When the interruption will be reviewed;
 - e. When you may be able to return, taking into account the point in your studies you have reached so far.
58. They will also decide who will be responsible for the review and any conditions that will need to be met for you to return. This may include providing some medical evidence to show that you are well enough to return, and that returning will not be detrimental to your health or wellbeing.
59. Your School will be informed of this decision and will update your registration accordingly.
60. Your return to study will be supported as per *Returning to Your Studies*.
61. While on a period of interruption, you will still be able to access some of the University facilities, and we encourage you to stay in touch with us. You will have access as outlined in the [Interruption of Studies & Withdrawal Student Guidance](#).

Returning to Your Studies

62. If you interrupt your studies, we will work with you to ensure that you return only when you are able to participate fully and effectively in your academic studies, and in life generally at City St. George's.
63. We will contact you no later than 28 calendar days before the agreed review date, to confirm your wish to return and to discuss any necessary arrangements.
64. We will usually hold a Return to Study meeting with the same people, or equivalent people, as those at the meeting that agreed the interruption.
65. The Return to Study meeting will allow you to ask any questions about your return and will discuss with you what support you may need.
66. The Return to Study meeting will also check whether all of the actions set out at the School Support Meeting, Specialist Support Meeting or the University Review Meeting have been completed, and that any necessary documentary evidence has been provided.
67. If the actions have been completed and it is agreed that you should return to your studies, the Return to Study meeting will notify your School and ask them to arrange for re-introduction meeting(s) with your Programme Director or a nominee. This will ensure that you are ready to return and may include attending sessions to update your knowledge, telling you about any changes to the programme and how this might affect you, telling you relevant changes to the

University or School structures and telling you about any other relevant changes that may impact your studies.

68. If the actions have not been completed, the documentary evidence is not provided or the documentary evidence is not sufficient, we may extend your period of interruption and set a new review date, or we may take one of the other actions available to the University Review Meeting.
69. If you do not respond within the requested timeframe, we will investigate and may decide, after due consideration, that you should be withdrawn as a student.
70. If decisions taken under this regulation mean that you may exceed your maximum period of registration, but you have a limited volume of credit to complete, we may consider an extension to the maximum period of registration to provide you with the opportunity to complete your programme. Please see [Regulation 19 \(Assessment\)](#) for further details.

Withdrawing From Your Studies

71. This will only happen if the University Review Meeting agrees that there are no other options that will support you, or that the risk to you or someone else is too great for you to continue with your studies.
72. Your School will be informed of this decision. They will action it and report it to the relevant Assessment Board.

Temporary Precautionary Measures

73. The Safeguarding Manager (or nominee) will conduct a risk assessment to determine whether we should take temporary precautionary measures if we have good reason to believe that your actions may
 - a. Represent an immediate and significant threat to your safety or the safety of others, if you continue to engage with your studies or with other related activities with us; **and**
 - b. Relate to your mental and/or physical health, disability or learning difference.
74. The temporary measures we may take include, but are not limited to
 - a. Imposing certain conditions;
 - b. Partial or full exclusion from activities or spaces;
 - c. Temporary full or partial suspension from your studies, which may affect your registration status at the University and therefore your visa status.

These measures will be kept under regular review.

75. The President (or nominee) must give approval before we can implement a recommendation for full or partial suspension.
76. If we take temporary precautionary measures in this way, we may schedule a University Review Meeting without first holding a School Support Meeting and/or Specialist Support Meeting, in line with point 36.c above. Please note that these actions do not constitute a sanction or penalty.
77. We will write to you setting out the reasons that we have taken these steps.
78. If we suspend or exclude you as a temporary precautionary measure under this regulation, you have the right to appeal the decision in writing.
79. You may only appeal on the basis that the temporary precautionary measures were not

proportionate because

- a. There was a material error in the proceedings associated with the decision, which affected that decision; **and/or**
 - b. New information has become available, which is material to the decision, and which could not have been made known before for a demonstrated, valid and over-riding reason.
80. If you wish to appeal, you must submit a written statement, together with any supporting evidence, to ace@citystgeorges.ac.uk within 10 working days of our written notification to you of the decision.
81. The Director of Academic Services and Registrar (or nominee) will investigate any appeals regarding decisions taken under temporary precautionary measures and respond to you in writing within 10 working days of the submission of your appeal.

Right of Appeal

82. You may appeal against the decision of a University Review Meeting on the one or more of the following grounds:
- a. That there was a material error in the proceedings associated with the decision, which affected that decision;
 - b. That new information has become available, which is material to the decision, and which could not have been made known at the meeting for a demonstrated, valid and over-riding reason;
 - c. That the decision was not one which could have reasonably have been reached on the basis of the evidence presented.
83. An appeal is not a re-run of the University Review Meeting. Your being unhappy with the decision of the University Review Meeting is not, in itself, a ground for an appeal.
84. If you wish to appeal, you must submit a written statement, together with any supporting evidence, to ace@citystgeorges.ac.uk within 15 working days of our written notification to you of the decision of the University Review Meeting. Your statement should set out clearly your reasons for appealing.
85. The appeal will undergo an initial scrutiny by two members of staff nominated by the Director of Academic Services and Registrar. This scrutiny will seek to confirm that
- a. The statement sets out clearly the basis for the appeal demonstrating potential grounds for appeal; **and**
 - b. The claim includes sufficient evidence to support the appeal which can justify further consideration.
86. You will normally be provided with the outcome of the initial scrutiny within 15 working days of the receipt of the appeal.
87. Where the appeal is not considered to include sufficient evidence to support the appeal or provide sufficient justification for further consideration, the appeal will be rejected and the decision of the University Review Meeting will stand.
88. Where there is sufficient evidence to merit consideration of the appeal on the grounds set out above, the appeal will be referred to an institutional-level Appeal Panel for further consideration.
89. Where your appeal is referred to an institutional-level Appeal Panel, someone from Academic Services will schedule the meeting, and will
- a. Confirm the date, time, and location of the meeting, which will usually be around 3-4

- weeks after the outcome of the initial scrutiny;
 - b. Tell you who will be attending the meeting and in what capacity (see points 91 and 92 for details);
 - c. Invite you to attend this meeting if you wish; where you are not able or willing to attend, the Appeal Panel may meet in your absence and their considerations will be based on the your written statement of appeal;
 - d. Tell you about the support you can receive from the Students' Union: they can advise you on the regulation and how to get the most out of the process so that we can best support you;
 - e. Invite you to submit documentation for consideration at the meeting and confirm the deadline to receive this, which is usually ten days before the meeting (any documentation you submit after this deadline will need to be agreed by the Chair);
 - f. Advise you that the Chair of the original University Review Meeting (or a representative) may also wish to submit documentation for consideration, and tell you when you can expect to receive a copy;
 - g. Invite you to choose someone to attend the meeting with you to support you if you wish. You will be asked to confirm two working days in advance of the meeting who you have chosen. Usually, this person would not be a legal representative. Someone from the Students' Union would be ideal.
90. You may be accompanied by more than one individual only with the agreement of the Chair. Under very exceptional circumstances, the University may allow a solicitor or barrister to attend in their role as a legal professional. Such exceptions will be considered on a case-by-case basis by the Director of Academic Services (or nominee), using the following criteria:
- a. The seriousness of the situation
 - b. Complexities in the evidence likely to be presented
 - c. Your capacity to understand the reasons for holding the panel
 - d. Likely procedural challenges
 - e. The need for fairness in discussions and questions that may be raised
- If you wish to request that a solicitor or barrister attends in their role as a legal professional, you should notify us as soon as possible. We may need to rearrange the meeting if sufficient notice is not provided to allow the Panel to seek its own legal advice.
91. The Appeal Panel will consist of three members of staff selected from the list of staff approved annually by Senate to sit on institutional-level casework meetings and panels.
92. A representative of the University Review Meeting will be invited to attend or provide representations to assist the Appeal Panel with its considerations of the appeal. This representative does not form part of the Appeal Panel and will not be present during the Panel's deliberations.
93. The Panel will exhaust its enquiries before coming to a conclusion on the merits of the appeal. The Panel does not need to come to a conclusion on the day of the meeting, and where the Panel do not come to a conclusion on the day, you will be informed of the reasons for any additional time required, and an estimate of when a decision may be issued.
94. The following outcomes are available to the Appeal Panel:
- a. To reject the appeal;
 - b. To refer the matter to a freshly convened University Review Meeting (that is, a meeting where the decision-makers have had no prior involvement in the matter) for reconsideration.
95. A record of the proceedings of the Appeal Panel, including the decision and the rationale for the decision, will be drawn up. This will be shared with you and appropriate staff members, normally within 10 working days of the date of the meeting. You may suggest amendments to this record, but it is at the Chair's discretion whether any amendments to the record will be made. A note of your suggestions may be attached to the record as an addendum, at the

Chair's discretion.

The Office of the Independent Adjudicator for Higher Education (the OIA)

96. Following the appeal stage, you may request a Completion of Procedures (CoP) letter confirming that all stages of the Support for Study Regulation at the University have been concluded.
97. If you remain dissatisfied with the final decision of the Support for Study Regulation, you may be able to take a complaint to the Office of the Independent Adjudicator (OIA) for Higher Education.
98. Information and eligibility rules are available at: www.oiahe.org.uk.

Approved by Senate 09.07.25

Appendix 1: Detailed Scope of Regulation

99. This regulation will be applicable to:

- a. students registered at City St. George's, University of London, throughout their registration in relation to their studies/research and to study/research activities undertaken elsewhere, including fieldwork and placements.
- b. students registered on a distance learning programme, with the understanding of the limitations on the nature of support that can be practically provided to such students.

100. This regulation may not be applicable to:

- a. a student whilst they are engaged with a Study Abroad programme (where the host institution is responsible for providing support and ensuring reasonable adjustments are in place).
- b. students who are on validated or partnership programmes (where the student's registration is managed by the partner institution)
- c. students where a local Fitness to Practise Policy is already in place – whether this Policy or a local Fitness for Practise is applicable is for the student's School to determine.

Appendix 2: Data Protection and Confidentiality Statement

101. This regulation will be applied in accordance with City St. George's duties under the Equality Act 2010 and General Data Protection Regulation (2018). The regulation will be operated with due consideration to a student's confidentiality. The University will seek to manage or process information students provide whilst accessing support or during the use of the Support for Study processes in accordance with our duties under GDPR.
102. Any sensitive information provided by a student to City St. George's staff or generated by a University staff member about the student will be shared only with those individuals that need to have this information in order to support the student or the process, and where the use of the information is necessary to support the student or the process.
103. City St. George's will seek to ensure that a student understands how their personal information may be shared. Where possible, information will be disclosed in accordance with the terms agreed with the student. Where a student has not already agreed for their information to be shared within the University (for example, the student may not have already agreed this with a support service), the student will be contacted with information about how we intend to use and share information about them and to seek their agreement to this (as appropriate). City St. George's will consider a student's request that sensitive information not be disclosed to staff within the University or external parties, but will ensure the student is made aware of the implications of non-disclosure (that is, the consideration of the student's situation and provision of appropriate support will be limited).
104. Where a student refuses to provide explicit consent that their sensitive information is shared, and City St. George's determines that it has a duty to provide that student with adequate support, the University will disclose this information to other departments or professionals who might be best placed to offer the support they might need.
105. City St. George's obligations of confidentiality will not apply in relation to information:
 - a. which is or becomes public knowledge for reasons other than as a result of a breach of confidentiality by City St. George's;
 - b. which City St. George's is required to disclose under its Regulatory and Professional Body Requirements (e.g. the Nursing and Midwifery Council, The Health and Care Professions Council, The Law Society);
 - c. when City St. George's is required to disclose by law;
 - d. when City St. George's is required to give proper instructions to any professional adviser who has an obligation to keep any such information confidential;
 - e. where it will impact on City St. George's duty of care to students, staff and its partners
 - f. where it will impact on City St. George's duty of care to Professional Bodies and City St George's students' potential ability to practise.

Appendix 3: Outline of Process

The following pages give an overview of the process.

School Support Meeting

Who?

You
Someone you choose to attend with you
School Welfare Officer or nominee
Another member of staff from your School
Someone from a relevant support service, if you wish

What?

Discuss options for support
Create an action plan together

Outcomes

Everyone is confident that you have the support you need.

Please remember that you can contact us at any time if you face difficulties.

We decide that you need more support.

You are guided to a different process to support you depending on your situation (for example, if there has been an impact on your assessment, we might guide you to the Extenuating Circumstances process.)

You are guided to Student Health & Wellbeing who will support you.

We decide that you would benefit from a Specialist Support Meeting to arrange a more structured package of support for you.

We decide that neither this meeting nor a Specialist Support Meeting would be sufficient to address the concerns, maybe because there is a risk to you or another member of the community. You are referred to a University Review Meeting.

We decide that the concern regarding your behaviour may represent misconduct and we refer the matter to the Student Discipline process.

We will meet again to check that the process has helped.

We will meet again to check that the support has helped.

See page 18.

See page 19.

Specialist Support Meeting

Who?

You
Someone you choose to attend with you
Staff from your School, probably those involved with the first meeting
Someone from a relevant support service

What?

Discuss ongoing concerns about your wellbeing or behaviour
Discuss what support you have been offered so far
Discuss what other support or options are open to you

Outcomes

Everyone is confident that you have the support you need.

Please remember that you can contact us at any time if you face difficulties.

We decide that you need more support.

We make changes to the support you are already receiving.

You are referred to Occupational Health, or a different support service, or a different support process like Extenuating Circumstances.

We decide that you would benefit from a University Review Meeting.

We decide that the concern regarding your behaviour may represent misconduct and we refer the matter to the Student Discipline process.

We will meet again to check that the process has helped.

We will meet again to check that the support has helped.

See page 19.

University Review Meeting

Who?

You
Someone you choose to attend with you
A representative from your School
A representative from Student Health & Wellbeing
A Students' Union Officer
An independent member of staff who will chair the meeting
A secretary
Anyone else who might be needed to provide information

What?

Discuss ongoing concerns about your wellbeing or behaviour
Discuss what support you have been offered so far
Discuss what other support or options are open to you and whether we can provide it

Outcomes

Everyone is confident that you have the support you need.

Please remember that you can contact us at any time if you face difficulties.

You should continue with your studies but with specific recommendations/conditions for adjusted support, a review of an action plan or exclusion from a specific aspect of life at City St George's.

More information is required to make a decision, so we may refer you to OH or request additional information or evidence from you or a relevant department/School.

You are required to take a break from your studies for an agreed period. A period of interruption can be a productive and useful time, allowing you to focus on your health or wellbeing and return to your studies when you are able to engage effectively and get the most out of your time at City St George's.

You are required to withdraw from the programme. We will only decide this if we are sure that the risk to you or other members of the community is too great for you to continue studying.

We decide that the concern regarding your behaviour may represent misconduct and we refer the matter to the Student Discipline process.

Appendix 4: Template Agenda for School Support Meeting

School Staff are encouraged to use this agenda to structure the School Support Meeting and can replace the text in the second column with notes from the meeting to produce minutes.

Attendees	Your School should include details of attendees here. As a minimum, this should be you (the student) and someone from your School, usually the School Welfare Officer. You may also wish to have someone else present to support you. Your School may suggest that someone from Student Health & Wellbeing attends too.
Introductions	All present should introduce themselves and their role.
Outline of concern	The School Welfare Officer (or other School staff) should outline their concerns and tell you what has been observed. They should also talk about what impact this might have on your studies, on you personally or on other members of the City St. George's community.
Information from student	Please tell us how you feel about these concerns. Please also tell us about anything that is affecting you personally or academically. The more we know about your circumstances, the more likely we are to be able to help. You may want to tell us about personal difficulties, health conditions, disabilities, learning differences or problems you are facing on your course. Please tell us if there is anything you think we could do to help.
Support	The School Welfare Officer (or other School staff) should tell you what support is available to you. You and they may wish to refer to the Help & Support pages on the Student Hub , as well as talking about support available in the School.
Options for studies	Together, you should discuss the best way forward for your studies. You may wish to consider the impact so far on your attendance, engagement and assessments, as well as how likely you are to be able to attend and engage in the near future. You should also think about any immediate assessment deadlines.
Outcome	One of the following outcomes will be decided: - A decision that this meeting was sufficient and no further support is required; - You are directed to further sources of support, such as Student Health & Wellbeing, possibly to discuss, implement or review reasonable adjustments; - You are referred for support under a different, more relevant process, for example Extenuating Circumstances Policy, Interruption of Studies process or extension to assessment deadlines; - A decision that a more structured package of support is needed, and you will be referred to a Specialist Support Meeting; - A decision that neither this meeting nor a Specialist Support Meeting would be sufficient to address the concerns, possibly because there are more serious immediate risks to you or other members of the City St. George's community, and you will be referred to a University Review Meeting; - A decision that the concern regarding your behaviour could represent misconduct and it is not appropriate for consideration under the Support for Study Regulation; instead the matter is referred to Regulation 13 (Student Discipline).

Action plan	Together, you will create an action plan, where appropriate – see Appendix 5. In the case of outcomes (a), (d), (e) and (f), there may not be any actions at this stage.
Next meeting	Please agree the date/timeframe for the next meeting, where applicable. This may be a follow-up School Support Meeting to review whether the actions/further support have helped, or it may be a Specialist Support Meeting or University Review Meeting. A referral to a Specialist Support Meeting or a University Review Meeting should be confirmed within three working days. There is no need to arrange a next meeting in the case of (a) or (f) above.

Appendix 5: Template Action Plan for School Support Meeting

You may wish to record any agreed actions from the meeting. This may not be necessary if it has been agreed that no further action is needed at this stage, or if a Specialist Support Meeting or University Review Meeting is being scheduled. Actions may include any additional educational, personal or specialist support that should be provided by the University and any expectations for the student.

Action	Person Responsible	Deadline
<i>e.g. Send information on EC process</i>	<i>School Welfare Officer</i>	<i>Next week</i>
<i>e.g. Register with Student Counselling</i>	<i>Student</i>	<i>End of the month</i>
<i>e.g. Attend upcoming GP appointment to discuss medication review</i>	<i>Student</i>	<i>Thursday</i>
<i>e.g. Commit to engaging with studies...</i>	<i>Student</i>	<i>Review every week at PT meeting</i>

When the next meeting takes place, these actions should be reviewed and a summary of the discussion should be recorded.

Appendix 6: Template Agenda for Specialist Support Meeting

School Staff are encouraged to use this agenda to structure the Specialist Support Meeting and can replace the text in the second column with notes from the meeting to produce minutes.

Attendees	Your School should include details of attendees here. As a minimum, this should be you (the student), someone from your School, usually someone who was involved in the School Support Meeting and someone from a relevant support service. You may also wish to have someone else present to support you.
Introductions	All present should introduce themselves and their role.
Summary of School Support Meeting	The School Welfare Officer (or other School staff) should outline what concerns were originally discussed, what support was provided and what was agreed at the meeting.
Outline of concern	The School Welfare Officer (or other School staff) should outline their ongoing concerns and what prompted this meeting. They may tell you, from their perspective, what has or has not changed since the last meeting, what actions have been completed or remain incomplete, and what impact this may be having on you or others
Information from student	Please tell us how you feel about this meeting being arranged and the concerns we've outlined. Please tell us what impact you think these concerns might be having on you or others. You can also tell us what you think about your health and wellbeing, especially if there is anything that is affecting you personally or academically that you did not tell us about last time. The more we know about your circumstances, the more likely we are to be able to help. You may want to tell us about personal difficulties, health conditions, disabilities, learning differences or problems you are facing on your course. Please tell us how the support you have received so far has or has not helped, or why you have not accessed support. Please tell us if there is anything else you think we could do to help.
Support	Together, the member of staff from the relevant support service and the School Welfare Officer (or other School staff) should tell you what support is available to you and how it might help. They will also consider any disability-related reasonable adjustments.
Options for studies	Together, you should discuss the best way forward for your studies. You may wish to consider the impact so far on your attendance, engagement and assessments, as well as how likely you are to be able to attend and engage in the near future. You should also think about any immediate assessment deadlines. You may wish to consider whether taking a break from your studies would be helpful. You will be able to talk about what this means, how you might spend the time away from University, what support would be available to you and how you would return.
Outcome	One of the following outcomes will be decided: A decision that this meeting was sufficient and no further support is required;

	b. Adjustments to the nature and type of support you receive; c. A referral to Occupational Health and/or a support service and/or an alternative support process; d. Everyone (including you) agreeing that you would benefit from taking a break from your studies ('interrupting' your studies) until you are well enough to re-join the programme; e. A decision to refer you to a University Review Meeting; f. A decision that the concern regarding your behaviour could represent misconduct and it is not appropriate for consideration under the Support for Study regulation; instead the matter is referred to Regulation 13 (Student Discipline).
Action plan	Together, you will create an action plan, where appropriate – see Appendix 7. In the case of outcomes (a), (d), (e) and (f), there may not be any actions at this stage.
Next meeting	Please agree the date/timeframe for the next meeting, where applicable. This may be a follow-up Specialist Support Meeting to review whether the actions/further support have helped, or it may be a University Review Meeting. A referral to a University Review Meeting should be confirmed within three working days. There is no need to arrange a next meeting in the case of (a) or (f) above.

Appendix 7: Template Action Plan for Specialist Support Meeting

You may wish to record any agreed actions from the meeting. This may not be necessary if it has been agreed that no further action is needed at this stage, or if a University Review Meeting is being scheduled. Actions may include any additional educational, personal or specialist support that should be provided by the University and any expectations for the student.

Action	Person Responsible	Deadline
<i>e.g. Meet to discuss and agree exam adjustments</i>	<i>Student and Student Health & Wellbeing team</i>	<i>End of the month</i>
<i>e.g. Submit EC form for yesterday's assessment</i>	<i>Student</i>	<i>End of the week</i>

When the next meeting takes place, these actions should be reviewed and a summary of the discussion should be recorded.

Appendix 8: Referral to University Review Meeting

To be completed by the Head of Academic Services (or nominee) to refer a student for a University Review Meeting under Regulation 10 (Support for Study).

Please email the completed form to the Student Experience (Casework) team on ace@citystgeorges.ac.uk.

Please note that the student will be provided with a copy of this form.

Student name	
Student number	
Programme	
Current status	<i>e.g. current Stage 2, dormant resitting due to progress to Stage 3</i>
Any other relevant information	<i>e.g. risk of exceeding maximum period of registration, student studying on visa</i>
Reason for referral	<i>Please choose one of the below:</i> ☐ Referred from School Support Meeting ☐ Referred from Specialist Support Meeting ☐ Serious concern that may represent a potential risk to someone's safety and which requires urgent consideration ☐ Following temporary precautionary measures ☐ Referral from Regulation 13 (Student Discipline)
Summary	<i>Please provide a summary with all relevant information, particularly:</i> <i>Outline of concern</i> <i>Measures taken so far to support the student</i> <i>Rationale for referral, i.e. why the concern could not be resolved at an earlier stage of the process.</i>
Date student informed of referral to University Review Meeting	
Any other information for consideration by the University Review Meeting	<i>e.g. the preferred outcome, taken from the list of outcomes in point 44 of the Regulation</i>
School representative for University Review Meeting	<i>Usually Programme Director, or nominee.</i>
Student Health & Wellbeing representative for University Review Meeting	<i>Usually someone who has been involved in the process at an earlier stage, or nominee. If there have not been any meetings yet, please suggest a relevant service who can be contacted e.g. Mental Health team, Neurodiversity team etc.</i>
Please include all relevant documentation that you wish to submit for consideration	<i>This should include meeting notes and action plans from any meetings that have already taken place, relevant correspondence with the student and relevant correspondence, reports or documentation from others to support what is being stated above.</i>
Is any documentation from the School outstanding?	<i>Note that this should be provided at least 14 days in advance of the meeting.</i>
Date of referral	

Referral made by	Name and role
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Appendix 9: Template Agenda for University Review Meeting

Academic Services and the Chair of the meeting are encouraged to use this agenda to structure the University Review Meeting. The Secretary can replace the text in the second column with notes from the meeting to produce minutes.

Attendees	Members of the meeting (decision-makers) • Chair (independent member of staff) • School representative, usually Programme Director (or nominee); • Representative from Student Health & Wellbeing, or Student Support Services • Students' Union officer In attendance • Student • Secretary • Other people invited to support or assist in the meeting
Introductions	The Chair invites all present to introduce themselves and their role. The Chair confirms that all attendees have received copies of documentation circulated in advance for consideration in this meeting. New information or documentation presented on the day of the meeting may only be considered by agreement of both the Chair and the student. It is reasonable that all parties have the opportunity to consider the contents or nature of the new information, and present a response where necessary. Where the new information is felt to be material to the decision that is being made, the Chair may agree to postpone the meeting or to continue with the meeting but reconvene later as well.
Purpose of the meeting	The Chair notes the purpose of the meeting: <i>This meeting provides an opportunity to consider the ongoing concerns, what support is required and whether we can provide it. Even though it is a formal meeting, everyone will be friendly and will treat each other with respect. This meeting will consider the available documentation, submissions and information, and will make a decision about the next steps.</i> The Chair confirms that the meeting will be carried out in accordance with Regulation 10 (Support for Study) and with due consideration for the University's duty under the Equality Act (2010).
School's summary	The School representative is invited to make a statement summarising the concerns, what actions have been taken so far to support the student and why a referral to this meeting was made.
Student's summary	The Chair invites the student to make a statement summarising the concerns from their perspective, explaining what they would like to happen next and what support they might need. The student may be supported by their chosen companion in presenting their statement, but should usually speak for themselves.
Discussion	The Chair leads a discussion with the student about the concerns and the options available to this meeting. Any member of the meeting (the decision-makers) may ask questions. The student may ask questions.

Conclusions and next steps	The Chair summarises what has been discussed and gives the student the opportunity to make any final comments. The student is told about the next steps. Usually the outcome will be communicated to the student within 10 working days. The Chair asks the student if there is a preferred way that they would like to receive the outcome.						
Attendees are asked to leave the meeting. The Secretary and the members of the meeting (the decision-makers) remain.							
Decision and outcome	The members of the meeting discuss the information presented to them, and reach a decision on the next steps. The members will need to consider any potential impact on the student in relation to maximum registration periods, fees (and any fee refunds), student loans, bursaries, grants, visa-related issues and accommodation. The members should refer the student to appropriate support services (within City St. George's or externally) for guidance and advice in relation to any potential impact. The members are encouraged to consider the potential impact on affected services, Schools or individual staff members as a result of the proposed decision. Where appropriate, they may need to agree with affected services, Schools or individuals that their proposed decision is practical and acceptable before agreeing that decision and letting the student know. The members should consider the outcomes available to them as below, A summary of this discussion and a rationale for the decision will be recorded and shared with the student. <table border="1" data-bbox="477 1205 1399 2049"> <thead> <tr> <th colspan="2" data-bbox="477 1205 1399 1238">Available outcomes</th></tr> </thead> <tbody> <tr> <td data-bbox="477 1238 940 1391"> There is no concern that warrants consideration under this regulation and that no further action will be taken under it. </td><td data-bbox="940 1238 1399 1391"> No further action required. </td></tr> <tr> <td data-bbox="477 1391 940 2049"> The student may continue with their studies, but with certain conditions or recommendations, as outlined in the Regulation. </td><td data-bbox="940 1391 1399 2049"> Members should discuss the conditions and recommendations below, and specify in their decision which are applied. • Refer the student for specific support from a relevant support service; • Make recommendations for the introduction of, or a change to, agreed reasonable adjustments; • Prepare, review or continue an action plan with regular monitoring by an agreed member of staff (sample action plans are provided in the Regulation appendices); • Determine that the student must be excluded (permanently or temporarily) </td></tr> </tbody> </table>	Available outcomes		There is no concern that warrants consideration under this regulation and that no further action will be taken under it.	No further action required.	The student may continue with their studies, but with certain conditions or recommendations, as outlined in the Regulation.	Members should discuss the conditions and recommendations below, and specify in their decision which are applied. • Refer the student for specific support from a relevant support service; • Make recommendations for the introduction of, or a change to, agreed reasonable adjustments; • Prepare, review or continue an action plan with regular monitoring by an agreed member of staff (sample action plans are provided in the Regulation appendices); • Determine that the student must be excluded (permanently or temporarily)
Available outcomes							
There is no concern that warrants consideration under this regulation and that no further action will be taken under it.	No further action required.						
The student may continue with their studies, but with certain conditions or recommendations, as outlined in the Regulation.	Members should discuss the conditions and recommendations below, and specify in their decision which are applied. • Refer the student for specific support from a relevant support service; • Make recommendations for the introduction of, or a change to, agreed reasonable adjustments; • Prepare, review or continue an action plan with regular monitoring by an agreed member of staff (sample action plans are provided in the Regulation appendices); • Determine that the student must be excluded (permanently or temporarily)						

		from a specific aspect of their programme of study or City St. George's-related activity (e.g. sport team, society, placement, or other). The impact of an exclusion will be considered in full before confirming this decision. This decision will be reported to the relevant School/Service for action. The members should specify when the University Review Meeting will be reconvened to consider whether the outcome(s) above have helped, and to agree the next steps. The meeting may decide any of the outcomes available to it at this meeting.
	Further information is required to make a decision on the next steps, as outlined in the Regulation.	If the members decide that they need additional information to agree the next steps, they may: • Refer the student to the Occupational Health (OH) Service for an assessment, as outlined in the Regulation. • Request additional evidence or specific information from the student or a relevant department/School at the University, e.g. a GP note. The members should specify when the information should be provided and when the University Review Meeting will be reconvened to review the new information. The meeting may decide any of the outcomes available to it at this meeting.
	The student should take a break from their studies for an agreed period of time, i.e. 'interrupt' their studies, and receive support to return, as outlined in the Regulation.	The members will agree: • The initial period for the interruption; • Who the student's contact is during this period; • What support the student can expect; • When the interruption will be reviewed; • When the student may be able to return, taking into account the point in their studies they have reached so far.

		The members will also decide who will be responsible for the review and any conditions that will need to be met for the student to return. This may include providing some medical evidence to show that they are well enough to return, and that returning will not be detrimental to their health or wellbeing.
	The student is required to withdraw from their programme, as outlined in the Regulation.	This will only happen if the University Review Meeting agrees that there are no other options that will support the student, or that the risk to the student themselves or to someone else is too great for them to continue with their studies.
	There is no appropriate action that can be taken under this regulation, the concerns should be referred for consideration under a different regulation or process, including Regulation 13 (Student Discipline).	A member of Academic Services (the Secretary) can advise on alternative regulations or processes that may be more appropriate.