

HEALTH, WELLBEING & SUPPORT FOR STUDY POLICY & PROCEDURE

Key contacts

For enquiries about this policy or procedure please contact:

- Student enquiries: falmouthhwsfs@fxplus.ac.uk
- Staff enquiries: staffhwsfs@fxplus.ac.uk

Key facts

You should note especially the following key points:

Clause(s)	Summary of Key Points
1.2	The University's regulations require that students are able to participate in their studies and broader student life in an appropriate manner (with reasonable adjustments where appropriate), without putting their own wellbeing and/or safety at risk and without putting the wellbeing and/or safety of others at risk. Being able to meet these requirements (if appropriate, with reasonable adjustments) demonstrates a student's continuing fitness to study.
1.3	Where the University is aware that a student has a physical or mental impairment that has a substantial and long-term impact on their ability to undertake normal daily activities as a student, the University will provide support and make reasonable adjustments to enable them to continue their studies and meet the learning outcomes for their course. The University's support facilities are aligned with its status as an academic education provider. The University does not replace the services of statutory agencies such as the NHS, Police or Local Authority.
2.1	The University recognises that even with support and adjustments, sometimes a student's physical or mental health may be such that they are not able to demonstrate continuing fitness for study. The purpose of this Policy and Procedure is to ensure an effective, coordinated and supportive response when a student's health, wellbeing and/or behaviour is impacting their ability to engage with the requirements, regulations, and responsibilities of university life as a whole; and/or is impacting their ability to engage effectively with their studies and/or progress academically; and/or when the university has concerns about the impact of a student's behaviour on the safety, wellbeing or experience of themselves or others.
2.3-2.4	The HWSfS process has three levels: Level 1 – initial support and guidance for emerging concerns; Level 2 – meeting / case conference for significant or ongoing concerns; Level 3 – meeting / case conference for persistent or serious concerns. The Levels respond to different degrees of concern and/or seriousness of a situation. Progression between Levels is not a requirement, but if concerns are not remedied by the actions agreed at one Level, the next may be instigated. The process can be entered at any Level but in most cases Levels 1 and/or 2 should be considered before Level 3.
3.1-3.3	The HWSfS process applies to all Falmouth University students and applicants, including students studying at Falmouth Franchise Partner institutions. It does not

Clause(s)	Summary of Key Points
	apply to students at Falmouth Validated Providers. Students should follow their institution's guidance for further details.
7.1-7.6	The aim of Level 1 is to ensure early positive, informal action is taken with the student's co-operation and involvement. Level 1 is appropriate for addressing emerging or low impact concerns regarding a student's health, wellbeing or academic engagement. Level 1 will usually involve informal discussion(s) between the student and their personal tutor or other course team member, it may also involve a member of the Wellbeing team and may be initiated by either the student or the member of staff. Staff should document the main points discussed and actions agreed and share this with the student in writing (e.g. in an email following the meeting). Unless the student has explicitly requested otherwise the student should be advised that this record may be shared with Wellbeing (to ensure a joined up approach to support).
8.1-8.2	Level 2 may be initiated without reference to Level 1. The key aim of Level 2 is to ensure effective and coordinated action is taken to address the concerns and prevent escalation. Where possible, the discussion(s) should encourage the student to engage with the issues of concern and empower them to take an active part in addressing them.
8.9	A Level 2 meeting may recommend a specific academic arrangement be put in place, which should be agreed by the academic department and the student. This may include a recommendation for the student to intermit. If the student does not agree to the recommendation, an Action Plan may be put in place and the recommendation 'suspended' subject to the student meeting the Action Plan's requirements. If they are unable to do so, the recommendation may be enacted without reference to Level 3 of the process.
9.1-9.3	Level 3 may be initiated without reference to Levels 1 and/or 2. The key aim of Level 3 is to protect the student's best interests by making decisions and taking actions to address the concerns, including where the student may not agree with the decision(s) or action(s). Level 3 meetings are authorised by either the Director of Student & Academic Support, or the Head of QAE, or the Head of Wellbeing.
9.8	Where necessary (e.g., if a student's situation is urgent or deteriorating quickly) an immediate emergency Level 3 meeting may be called without the usual five (5) days' notice. An emergency Level 3 meeting will normally require the specific authorisation of the Director of Student & Academic Support, or the Head of QAE, or the Head of Wellbeing. Any decision arrived at by the emergency Level 3 meeting must be agreed collectively by the staff members participating. An emergency Level 3 meeting may be followed by a further Level 3 meeting, which will normally be held within four weeks of the emergency Level 3 meeting, to review the situation.
9.10	A Level 3 meeting may recommend student-led, or University-led, intermittence (with or without conditions) for a period of up to two academic years; or University-led withdrawal – if the meeting concludes that there is no reasonable prospect of the student re-engaging with their course within their period of

Clause(s)	Summary of Key Points
	registration. This recommendation should only be made in the most exceptional circumstances, and should be reported by the Head of Quality Assurance & Enhancement to Academic Board.
10.1	Normally a student's return to study will be dependent upon satisfactory medical evidence confirming fitness to study. Evidence should be from a qualified medical practitioner who is familiar with the student's case and who has an up-to-date assessment of their situation (including of the concerns which prompted a break in study) to be able to make an informed statement of their fitness at the time of the return. In normal circumstances, the student will be expected to have been able to demonstrate fitness for study for at least the three months prior to their requested return date. As part of supporting the student to meet this requirement, the University may require an assessment by medical practitioners nominated by the University, at the University's cost.
10.2.	The decision to permit a return to study will be made by the Director of Student & Academic Support (or designate) and a representative of Quality Assurance & Enhancement (in consultation with representatives of the academic and Wellbeing teams as appropriate). The decision will take account of factors including (but not limited to) any statement made by the student or their representative, medical evidence, case records held by the University's support services and the availability of suitable support.

Policy

1. What is Health, Wellbeing and Support for study?

- 1.1. Falmouth University recognises the foundational importance of student wellbeing and aims to provide a learning and living environment in which every student is able to succeed.
- 1.2. The University's regulations require that students are able to participate in their studies and broader student life in an appropriate manner (with reasonable adjustments where appropriate), without putting their own wellbeing and/or safety at risk and without putting the wellbeing and/or safety of others at risk. Being able to meet these requirements (if appropriate, with reasonable adjustments) demonstrates a student's continuing fitness to study.
- 1.3. Where the University is aware that a student has a physical or mental impairment that has a substantial and long-term impact on their ability to undertake normal daily activities as a student, the University will provide support and make reasonable adjustments to enable them to continue their studies and meet the learning outcomes for their course. The University's support facilities are aligned with its status as an academic education provider. The University does not replace the services of statutory agencies such as the NHS, Police or Local Authority.

2. Purpose, Aims and Structure

2.1. The University recognises that even with support and adjustments, sometimes a student's physical or mental health may be such that they are not able to demonstrate continuing fitness for study. The purpose of this Policy and Procedure (hereafter referred to as 'the HWSfS process') is to ensure an effective, coordinated and supportive response when:

- a student's health, wellbeing and/or behaviour is impacting their ability to engage with the requirements, regulations, and responsibilities of university life as a whole; and/or
- a student's health, wellbeing or behaviour is impacting their ability to engage effectively with their studies and/or progress academically; and/or
- when the university has concerns about the impact of a student's behaviour on the safety, wellbeing or experience of themselves or others.

2.2. The HWSfS process aims to:

- Support students to remain on and succeed in their course wherever possible.
- Empower students to take personal and active responsibility in managing their health and wellbeing.
- Promote collaboration between students, staff and third parties to ensure a coordinated and consistent response.
- Ensure the student's best interests are always considered in relation to their personal situation. Decisions taken against the student's wishes will be made with transparency and openness.
- Enable the University to protect the health and wellbeing of the University community and its members as a whole.

2.3. The HWSfS process has three levels:

- Level 1 – initial support and guidance for emerging concerns
- Level 2 – meeting / case conference for significant or ongoing concerns
- Level 3 – meeting / case conference for persistent or serious concerns

2.4. The Levels respond to different degrees of concern and/or the perceived seriousness of a situation. Progression between Levels is not a requirement, but if concerns are not remedied by the actions agreed at one Level, the next may be instigated. The process can be entered at any Level but in most cases Levels 1 and/or 2 should be considered before Level 3.

3. Scope and Application

3.1. The HWSfS process applies to all Falmouth University students and applicants, including students studying at Falmouth Franchise Partner institutions. If a student is enrolled on a course delivered by a Partner, the Partner may manage how the process is put into practice. Students should follow their institution's guidance for further details.

Information about applicable regulations at partner Providers is available on the [website](#).

- 3.2. The HWSfS process does not apply to students at Falmouth Validated Providers. Although studying for a Falmouth University qualification, students at Validated Providers are enrolled with the Partner, and should follow the equivalent policy at their own institution. Information about applicable regulations at partner Providers is available on the [website](#).
- 3.3. The HWSfS process may be used to support any applicable student where the concerns set out at 2.1 are or appear to be present. Any concerns of this sort should be acted on promptly as early intervention and support can result in better outcomes for the student.
- 3.4. When deciding to apply the HWSfS process, the University may consider concerns raised by staff, other students, and third parties, as well as information provided by the student themselves, including observations of their behaviour or disposition. The HWSfS process may also be applied where a student is returning to study following an HWSfS-related absence.

4. Responsibilities

- 4.1. Student are responsible for:
 - Managing their health and wellbeing, with advice, support and reasonable adjustments where appropriate.
 - Disclosing information about their needs sufficiently, honestly and in a timely way, including information from statutory or private services supporting them.
 - Engaging actively in the support offered by the University, including engaging with the HWSfS process and, with support, taking an active part in the management of their health and wellbeing.
- 4.2. All staff are responsible for:
 - Ensuring they understand the HWSfS process.
 - Having open and honest conversations about what support a student might benefit from and engaging students in support services at the earliest opportunity to address unmet needs.
- 4.3. Staff who are closely involved in student support or academic progression (including, but is not limited to Personal Tutors, Course/Module leads, Doctoral Supervisors, Student Advisers, QAE, Wellbeing team) are responsible for:
 - Instigating and conducting Level 1 of the HWSfS process.
 - Referring students to Wellbeing for Level 2 or 3 meetings, where appropriate.
 - Attending Level 2 and Level 3 meetings as required.

- 4.4. Wellbeing team staff are responsible for:
- The operational delivery and administrative support of Levels 2 and 3 of the HWSfS process.
 - Monitoring the progression of a student's case, coordinating information sharing, and being a central point of contact for students being supported through Levels 2 and 3 of the HWSfS process (via the Case Review Group).
- 4.5. The Director of Student & Academic Support, and the Heads of QAE and Wellbeing are responsible for:
- Overseeing the effective implementation of the HWSfS process, and its interactions with other relevant policies.
 - Making decisions about the application of the HWSfS process, including what level a student's case should be considered at.
 - Ensuring suitable chairing of Level 2 and 3 meetings.
- 4.6. Students will be involved in decisions regarding their wellbeing wherever possible. The HWSfS process makes provision for proceeding without input from a student, where it is judged that it is in their best interests to do so (for example because they are unwilling or unable to engage with it). Where a meeting is held without the student being present, the meeting is referred to as a Case Conference.
- 4.7. The HWSfS process is supportive. However, implementing the HWSfS process does not mean that the University may not also implement alternative/supplementary procedures in respect of a student's health, welfare or conduct (e.g. the Student Disciplinary Policy and Procedure; the Trusted Contact/Next of Kin Procedure; the Suspension Policy; the Academic Engagement Monitoring Policy). The responsibility for decision-making regarding applicability of the HWSfS process is set out in 4.5.
- 5. Confidentiality**
- 5.1. All information used within the HWSfS process will be handled, processed and stored in compliance with the University's [Data Privacy](#) information.
- 6. Support**
- 6.1. The University is committed to implementing the HWSfS process supportively, and taking steps to minimise any additional concerns or anxieties that may be experienced by students who are participating in it.
- 6.2. All students will be made aware of, and actively encouraged to engage with, the support available to them throughout the process.
- 6.3. Any reasonable adjustments required to the process will be considered and put in place where possible.

Procedure

7. Level 1 - Initial Support and Guidance

- 7.1. The key aim of this Level is to ensure early positive, informal action is taken with the student's co-operation and involvement. Level 1 is appropriate for addressing emerging or low impact concerns regarding a student's health, wellbeing or academic engagement. Advice on individual cases is available from the [Wellbeing team](#).
- 7.2. Level 1 will usually involve informal discussion(s) between the student and their personal tutor or other course team member, it may also involve a member of the Wellbeing team and may be initiated by either the student or the member of staff.
- 7.3. The discussion(s) should be informal and encourage the student to engage with the issues of concern and empower them to take an active part in addressing them. This may involve signposting the student to support services, including Wellbeing, and Accessibility (if an Individual Learning Plan (ILP) with reasonable adjustments may assist).
- 7.4. Staff should use the [Student Dashboard](#) and information on the [website](#), including especially [Health, Wellbeing and Support for Study](#), and in the [When to Refer](#) guide. Staff may also seek advice on specific issues from Wellbeing (wellbeingadmin@fxplus.ac.uk). This advice may be sought without disclosing details of the student concerned.
- 7.5. Staff should document the main points discussed and actions agreed and share this with the student in writing (e.g. in an email following the meeting). Unless the student has explicitly requested otherwise the student should be advised that this record may be shared with Wellbeing (to ensure a joined up approach to support). A confidential email account exists to enable this to be managed securely: staffhwsfs@fxplus.ac.uk.
- 7.6. In line with the Personal Tutoring Policy, staff should consider the need for further meetings to monitor the situation (or establish alternative means of ensuring follow up).

8. Level 2 Meeting / Case Conference

- 8.1. Level 2 may be applicable if there are significant and/or ongoing concerns about a student. Level 2 may be initiated without reference to Level 1. Advice on individual cases is available from the [Wellbeing team](#).
- 8.2. The key aim of this Level is to ensure effective and coordinated action is taken to address the concerns and prevent escalation. Where possible, the discussion(s) should encourage the student to engage with the issues of concern and empower them to take an active part in addressing them.

- 8.3. To initiate Level 2, any member of staff with responsibility for the student (for example, personal tutor, module leader, or a support professional) can complete [this online form](#) to request a Level 2 meeting is convened. Advice and information about the process is available from staffhwsfs@fxplus.ac.uk.
- 8.4. The Head of Wellbeing (or nominee) will review all requests and determine suitability for support under Level 2, in consultation with representatives of the Wellbeing and QAE teams as appropriate. The Head of Wellbeing will make appropriate alternative arrangements for any case which is not progressed under Level 2.
- 8.5. Wellbeing make arrangements for Level 2 meeting(s) which will usually include attendance by:
- Head of Wellbeing (or nominee), who will chair
 - A member of academic staff from the student's department who is able to comment on the course requirements and the student's academic situation
 - A representative of the Accessibility team, where relevant.
 - A representative from Quality Assurance & Enhancement, where relevant.
 - Any other staff who need to be there because of their relationship with the student, or people needed to provide expert or specialist advice.
- 8.6. The student will normally be invited to attend the Level 2 meeting. If they are invited to attend they will usually be given at least five working days' written notice of the meeting and will be informed of its purpose. The invitation email will usually include a summary of the reason for calling the meeting and, if available, information regarding the Level 1 process.
- 8.7. If the student does attend, they may be accompanied by a currently enrolled student of the University, a family member, or an elected member of the Students' Union. The student may also be accompanied by a support worker (for example sign language interpreter or mental health worker/disability adviser) as appropriate to their needs. The person accompanying the student will not normally be allowed to make representations on the student's behalf other than in exceptional circumstances (for example, where the student has a disability which affects their ability to communicate). This should usually be agreed in advance of the meeting.
- 8.8. The Level 2 meeting may order proceedings at the Chair's discretion and may require information from, or participation of, external professional(s) where appropriate.

8.9. The outcomes available to the Level 2 meeting are:

- No further action.
- To monitor the situation for a specific period of time via an agreed Action Plan. This should detail specific steps the student and University staff will take. Review meeting(s) should be arranged to monitor completion of the agreed actions and any further support needs. The student should be made aware of what will happen if the action plan is not complied with, which will normally involve their case moving to Level 3.
- To recommend a specific academic arrangement be put in place, which should be agreed by the academic department and the student. This may include a recommendation for the student to intermit.
 - If the student does not agree to the recommendation, an Action Plan may be put in place and the recommendation 'suspended' subject to the student meeting the Action Plan's requirements. If they are unable to do so, the recommendation may be enacted without reference to Level 3 of the process.
 - In this situation, the staff member monitoring the student's progress against the Action Plan will communicate to the Chair of the Level 2 meeting who will reconvene the meeting to consider requiring the student to intermit without reference to Level 3 of the process. This discussion will usually include those who attended the previous meeting (or their nominee), and may be held without the student being present. If appropriate, the meeting will confirm any specific arrangements for the student's return to study (see section 10).
- To refer the case to Level 3.

8.10. A record of the meeting and its outcomes, recording agreed actions, will be made and distributed to all attendees (and the student if they were not present), usually within five working days. Depending on the circumstances, consideration will be given to the most appropriate means of communicating the meeting outcomes. The student will also be informed about sources of advice and support for understanding the outcome.

9. Level 3 Meeting / Case Conference

9.1. Level 3 may be applicable where there is serious and/or persistent concerns about a student (e.g., where there is evidence of a serious risk to the health or safety of the student or others, and/or a University-led intermittence or withdrawal may be appropriate). Level 3 may be initiated without reference to Levels 1 and/or 2. Advice on individual cases is available from the Wellbeing team.

9.2. Level 3 meetings are authorised by either the Director of Student & Academic Support, or the Head of QAE, or the Head of Wellbeing.

9.3. The key aim of Level 3 is to protect the student's best interests by making decisions and taking actions to address the concerns, including where the student may not agree with the decision(s) or action(s).

- 9.4. Wellbeing will make arrangements for the meeting(s), which will usually include:
- A senior member of staff, who will chair the meeting.
 - An academic representative from the student's course team, if relevant and possible the same member of staff who attended any Level 2 meeting.
 - A representative from Student & Academic Support, if relevant and possible the same member of staff who attended the Level 2 meeting.
 - A representative from Quality Assurance & Enhancement.
 - Any other staff who need to be there because of their relationship with the student, or people needed to provide expert or specialist advice.
- 9.5. The student will normally be invited to attend the Level 3 meeting. If they are invited to attend they will usually be given at least five working days' written notice of the meeting and will be informed of its purpose. The invitation email will usually include a summary of the reason for calling the meeting and, if available, information regarding any prior Levels of the HWSfS process.
- 9.6. If the student does attend, they may be accompanied by a currently enrolled student of the University, a family member, or an elected member of the Students' Union. The student may also be accompanied by a support worker (for example sign language interpreter or mental health worker/disability adviser) as appropriate to their needs. The person accompanying the student will not normally be allowed to make representations on the student's behalf other than in exceptional circumstances (for example, where the student has a disability which affects their ability to communicate). This should usually be agreed in advance of the meeting.
- 9.7. In the event that the student is invited and is unable to attend the meeting, reasonable efforts will be made to enable them to do so (e.g., by moving the time or location of the meeting). The student may also ask the meeting to consider the case in their absence on the basis of a written statement.
- 9.8. Where necessary (e.g., if a student's situation is urgent or deteriorating quickly) an immediate emergency Level 3 meeting may be called without the usual five (5) days' notice. An emergency Level 3 meeting will normally require the specific authorisation of the Director of Student & Academic Support, or the Head of QAE, or the Head of Wellbeing. Any decision arrived at by the emergency Level 3 meeting must be agreed collectively by the staff members participating. An emergency Level 3 meeting may be followed by a further Level 3 meeting, which will normally be held within four weeks of the emergency Level 3 meeting, to review the situation.
- 9.9. The Level 3 meeting may order proceedings at the Chair's discretion and may require information from, or participation of, external professional(s) where appropriate.

9.10. The outcomes available to the Level 3 meeting are:

- If the concerns are resolved and there are no further support requirements, no further action will be taken and the HWSfS process will be closed.
- Continue to support at Level 3, with an Action Plan and one further meeting to review progress against the Action Plan.
- A short-term suspension to allow the student to be assessed by a medical professional, access appropriate support services or for the University to obtain further information. A short-term suspension will be reviewed within four weeks.
- Student-led, or University-led, intermittence (with or without conditions) for a period of up to two academic years.
- University-led withdrawal – if the meeting concludes that there is no reasonable prospect of the student re-engaging with their course within their period of registration. This recommendation should only be made in the most exceptional circumstances, and should be reported by the Head of Quality Assurance & Enhancement to Academic Board.
- Any other appropriate and proportionate action.

9.11. A record of the meeting and its outcomes, will be made and distributed to all attendees (and the student if they were not present), usually within five working days. This should normally set out the key points noted in the meeting and a clear statement of actions and who will undertake them, with a timescale where appropriate. Depending on the circumstances, consideration will be given to the most appropriate means of communicating the meeting outcomes. The student will also be informed about sources of advice and support for understanding the outcome, and where appropriate of procedures for appeal.

10. Return to study

10.1. Normally a student's return to study will be dependent upon satisfactory medical evidence confirming fitness to study. Evidence should be from a qualified medical practitioner who is familiar with the student's case and who has an up-to-date assessment of their situation (including of the concerns which prompted a break in study) to be able to make an informed statement of their fitness at the time of the return. In normal circumstances, the student will be expected to have been able to demonstrate fitness for study for at least the three months prior to their requested return date. As part of supporting the student to meet this requirement, the University may require an assessment by medical practitioners nominated by the University, at the University's cost.

10.2. The decision to permit a return to study will be made by the Director of Student & Academic Support (or designate) and a representative of Quality Assurance & Enhancement (in consultation with representatives of the academic and Wellbeing teams as appropriate). The decision will take account of factors including (but not limited to) any statement made by the student or their representative, medical

evidence, case records held by the University's support services and the availability of suitable support.

10.3. The University may request that the student attend a meeting prior to their return to inform this decision-making process.

10.4. The University may require review meeting(s) with the student that can be used to support and monitor the return to study. Failure by the student to engage with any monitoring process may lead to concerns covered by the scope of the HWSfS process being raised.

11. Appeal

11.1. Student wishing to appeal a decision of a HWSfS meeting should follow the University's [Appeals Procedure](#).

11.2. Students in franchise partnerships should follow the Partner institution's appeals procedure.

VERSION CONTROL

PURPOSE/CHANGE	AUTHOR	DATE
Original document for approved at AQSC.	SAS/QAE	November 2015
Updates to the clauses below following approval at Academic Board: 6.1; 6.10;	SAS/QAE	July 2017
Updates to the clauses below following approval at Academic Board: 1.1; 1.3; 3.1; 3.2; 3.3; 4.1; 4.2; 4.3; 4.4; 4.5; 4.6; 5.1; 5.2; 5.3; 5.4; 5.5; 5.6; 6.1; 6.2; 6.3; 6.4; 6.5; 6.6; 6.7; 6.8; 6.9; 6.10; 6.11; 7.3; 8.1. Addition of 'key facts' section.	SAS/QAE	September 2019
Information added to section 2 purpose and policy to clarify relevance of the policy to students studying with franchise and validation partners of the University – 2.4 and 2.5 added. Information also added to section 8 appeals to clarify that students studying with franchise partners should appeal decisions through the partner appeals policy	QAE	June 2023
Updates to section 2.1, 2.4, 2.5, 3.2, 4.1, 4.2, 4.4, 5.2, 6.1, 6.2, 6.3, 6.5, 7.1 and 7.3	SAS	August 2025
Major overhaul with updates to all sections, including new content to clarify the purpose, structure, scope, and application of the HWSfS process, and the support available within it, agreed by LTQC.	SAS	May 2026