



Managed Support Plan

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1. SCOPE

- 1.1 The Managed Support Plan creates a framework to support all students at the UCO where there are concerns about their ability to study.

2. INTRODUCTION

- 2.1 The UCO welcomes a diverse student body and aims to provide support to all students. Occasionally, physical, or mental ill-health (including disability) can have an adverse impact on the health, wellbeing, or safety of members of the UCO community. This policy is intended to provide a framework to support students and staff that maybe affected or involved.
- 2.2 This policy is intended to be supportive to enable successful progression and not concerned with passing judgement or seeking punishment. Many personal challenges can have a profound effect on students and will naturally impact their ability to study and participate in aspects of university life. Nevertheless, with the right support, most students are able to continue their studies and complete their course.
- 2.3 The support services the UCO provides are important to the Managed Support Plan however, there is a limit to the support and advice the UCO can provide students. Staff and student should be aware that this policy or the support the UCO provide is no substitution to statutory support and other professional care.
- 2.4 Engagement with the UCO is essential to the Managed Support Plan. Students must engage with the support on offer in order to gain its benefits. Communication and honesty are essential to positive outcomes.
- 2.5 In instances where a student does not engage with the university, does not seek support for issues affecting their studies, or has a disability or health condition that affects their ability to recognise their support needs, the UCO will have to take action that is in the best interest of all students, staff, and patients. This can ultimately mean the UCO withdrawing a student temporarily or permanently. Any decision of this nature will be made as a last resort, after all reasonable avenues of support are exhausted and the student still falls below the commitment and general expectations of a UCO Student. All decisions made under this policy will involve weighing the student's interest against the interest of other students, staff and patients.

3. PURPOSE

- 3.1 The policy is designed to support all students throughout their studies. This includes students who have temporary or long-term physical or mental health conditions which have an adverse impact on their ability to study and to engage with the course. Therefore, the process is not concerned about passing judgement on student's actions or seeking punishment, rather its focus is on finding pathways to facilitate a student's affective learning.
- 3.2 Students are able to self-refer to this process and can be referred by a member of staff.
- 3.3 When students are going through this policy, the UCO reserve the right to revert to disciplinary or fitness to practice procedures where they feel it is appropriate. An unwillingness to engage with the Managed Support Plan and any other supportive measures are likely to result in disciplinary or fitness to practice procedures being implemented.

4. WHEN SHOULD THIS POLICY BE USED?

- 4.1 Staff who have concerns about another student's behaviour or engagement, should initially make every effort to try and support the student informally. This can mean having a general conversation about the students' well-being or signposting them to the support available at the UCO (see the [Student Welfare Policy](#)).
- 4.2 Where staff feel uncomfortable or unable to speak with a student about their concerns, staff should encourage the student to contact the Student Support Officer.
- 4.3 The Managed Support Plan should be used where there are concerns about a student's behaviour and participation and staff feel the student is unable to identify the issue or unwilling to seek support.
- 4.4 Some of the circumstances that would give rise to a student's referral under this policy are:
 - a) Unexplained patterns of nonattendance in class and/or clinic
 - b) Failure to communicate, engage and comply with the UCO and its policies
 - c) Extreme mood changes that negatively affect a student's well-being or the well-being of other students, staff and patients.
 - d) Out of character behaviour in clinic or classes that may be a result of a disability or mental health difficulty.

5. INITIAL OR MODERATE CONCERNS

- 5.1 When staff raise initial or moderate concerns about a student's health or behaviour and its adverse impact on the student's ability to study or on others in the community, these should be handled informally in the first instance.
- 5.2 The appropriate member of staff should engage in an informal and supportive discussion with the student in question, clearly explaining the impact giving the student an opportunity to explain perception of the matter. Reasonable suggestions for changes in behaviour can be considered and agreed at this stage.
- 5.3 The staff member should discuss their concerns and outcome of the discussion with Student Services who will record the event and ensure follow up actions are appropriate and reviewed if required.
- 5.4 Most cases are resolved at this stage. Where staff have further concerns, the case should be progress to [Stage One](#) in discussion with the Student Services.

6. STAGE ONE – EMERGING CONCERNS

- 6.1 Before contacting the student, the Student Support Officer will discuss the situation with the staff member and from there a decision will be made on whether the Managed Support Plan is the appropriate route to address the issue.
- 6.2 Where it is considered appropriate to initiate Stage One of the policy, the student will be invited in writing to a meeting with the Student Support Officer and where appropriate a member of the teaching team to discuss the concerns raised. The student will be informed of the concerns and that the matter is being dealt with under the Managed Support Plan. A copy of the policy will be provided to the student.
- 6.3 On receipt of the invitation, a meeting will be held within two weeks.

- 6.4 During the meeting, the student will be explained the nature of the concerns raised and how these concerns began. Students will be given the opportunity to give their response and disclose any information that will help support them.
- 6.5 The student will be reminded of the [Fitness to Practise Policy](#) and how this process may overlap.
- 6.6 Following the meeting, a decision will be made on whether there is any genuine concern over a student's ability to effectively study. Where there are concerns, advice will be provided on the support available within the UCO and outside organisations.
- 6.7 A summary of the meeting, including objectives and changes agreed will be sent to the student after the meeting. Following a Stage One meeting, the onus will be on the student to take on board any advice provided and utilise the support offered. The UCO will not take specific steps to monitor the student's actions, but the Student Support Department will be happy to provide further advice and support following the meeting if a request is made by the student. A date for review (normally 4 weeks after the meeting) should be agreed at this stage.
- 6.8 The review meeting should be an opportunity for the student to share changes and improvements made. In some cases, where changes and improvements are proven successful, this will be end of the process.
- 6.9 Where the student has not made sufficient progress, the panel should escalate the case to Stage Two.

7. STAGE TWO – CONTINUOUS and/or PERSISTENT CONCERNS

- 7.1 A Stage Two meeting will be initiated where staff feel there are continuous concerns about a student's ability to study. The staff member raising the concern will contact the Student Support Officer and a decision will be taken as to whether the matter should be escalated to Stage Two of the procedure.
- 7.2 Where a case is brought to Stage Two of the procedure, a student will have a meeting with the Student Support Officer, their Course Leader and another member of staff not involved in the Stage One meeting. The Course Leader and the Student Support Officer must be present for a Stage Two meeting to go ahead.
- 7.3 The Student Services will nominate staff to work as a panel for each case. The panel may consist of academic staff, clinic staff and/or staff from professional services. A Chair and note taker should be nominated.
- 7.4 During the meeting, the panel will discuss the concern raised and address the reasons why it has been brought to Stage Two of the procedure. The student will be given the opportunity to explain their perspective and provide any information the UCO were not privy to beforehand.
- 7.5 Following this discussion, the panel will decide whether there is any cause for concern. Any decision will normally be communicated to the student at the end of the meeting or at the latest 7 days after. Where the panel have deemed there to be no cause for concern, no further action will be taken.
- 7.6 In the event there is a cause for concern, the panel will devise an action plan to enable the student to become ready to study in a specific timeframe. The action plan will have specific and measurable conditions that require the student to seek support from within the UCO or outside parties such as their GP. The panel may also set any other conditions they see fit which will demonstrate a student's ability to study.

- 7.7 Once an action plan is agreed, a meeting will be scheduled later to review a student's progress. If the panel deem there to be sufficient progress made since the last meeting, no further action will be taken. Where the panel feel the student has not made sufficient progress satisfying the conditions set, the student will be referred to the [Fitness to Practise Policy](#).

8. APPEALS PROCEDURE

- 8.1 A student may appeal a Stage Two outcome based on the following grounds:
- There was a significant procedural error that affected the decision of the panel.
 - There is evidence that was not available, or for good reason, not provided to the panel at the time of the hearing and, if it were available, may have affected their decision.
- 8.2 An appeal must be submitted in writing and addressed to the Registrar who will decide whether there are possible grounds for an appeal. Where the Registrar considers the appeal to have no merit, a student's appeal will be rejected, and a Completion of Procedures Letter will be provided. Where there are possible grounds of appeal, the registrar will convene a panel to consider the appeal.
- 8.3 An initial decision on a student's appeal will be communicated within 28 working days of receipt. Where an appeal has been forwarded to a panel, the panel will be convened within 60 days of the student being notified.
- 8.4 An appeal panel will consist of a Deputy Vice-Chancellor, a member of the Board of Governors and a student representative.
- 8.5 Students will have the opportunities to represent themselves and answer any questions the committee may have. However, non-attendance of the student will not postpone the hearing.
- 8.6 After hearing the student's case and considering any evidence, the panel will decide whether the student has satisfied either of the grounds for appeal. Where the panel considers the student to have not satisfied any of the grounds of appeal, their appeal will be rejected, and a Completion of Procedures Letter will be given.
- 8.7 Where the panel uphold an appeal, they can decide to modify or reverse the decision of the Stage Two Committee.
- 8.8 Any decision made by the appeal panel is final.

9. EVIDENCE FOR EACH STAGE

- 9.1 At each stage of the procedure, evidence is crucial to help staff and students agree on actions that are in the best interest of all parties. Students are encouraged to provide relevant evidence as soon as possible.
- 9.2 Before a Stage Two meeting, the student will be requested to provide any relevant evidence to help the panel come to a decision if they have not provided any evidence previously. Where medical evidence is essential for the panel to make a decision, the panel can postpone the meeting to allow time for the student to obtain appropriate evidence.
- 9.3 During Stage Two meetings, where a second medical opinion is considered necessary, the panel can request the student to undertake a medical assessment by an independent third party at the UCO's expense.

- 9.4 Further information may be requested from witnesses or other staff and students to assist the panels with their deliberations.

10. ASSESSING CONCERN

- 10.1 In many instances, students will go through the Managed Support Plan procedures at Stage One. However, in some circumstances, more immediate action is needed and therefore a Stage One meeting may not be appropriate. Student Services will make a decision about what stage of the policy is most appropriate to support the student along with the staff member raising the concern.

11. RETURN TO STUDY

- 11.1 Where a student has been temporarily withdrawn as part of these procedures, on their return they are to meet up with their Student Support Officer to discuss their return to study.
- 11.2 Where adjustments needed to facilitate a student's return the Student Support Officer will discuss the matter with the student before their return.
- 11.3 In some instances, where a temporary withdrawal has been put in place, the UCO may require medical evidence that the student has been engaging with treatment and is medically suitable to study before they are allowed to return. Any requirement for medical evidence before a return to study will be confirmed to a student before they are temporarily withdrawn.

12. ACCOMPANYING A STUDENT

- 12.1 A staff member, another student, a friend, or family member may accompany a student to any meeting. The UCO will need 3 working days' notice of anyone accompanying a student and usually only one person may accompany a student at a time.
- 12.2 Legal representatives may not accompany a student at any stage of this procedure.

13. INTERACTIONS WITH OTHER POLICIES

- 13.1 The student will be referred out of this Managed Support Plan where Stage Two has been exhausted and outstanding fitness to practise concerns remain.
- 13.2 As a healthcare or osteopathic student, they will be expected to meet the requirements set out in the relevant PSRB (Professional, Regulatory and Statutory Body) practice standards, for example the GOsC Osteopathic Practice Standards (OPS), consistent with their stage of progression through their course.
- 13.3 Students who work with clients, service users and patients must have the knowledge, skills, attitudes, and health required to practise within their profession safely and effectively. This policy has as its primary aim protecting these individuals seeking care and also protecting the wider community of student colleagues and staff.
- 13.4 The referral should be made by completing the Breach of Student Fitness to Practise Concern Form contained within the [Student Fitness to Practise Policy](#) as Appendix 1.
- 13.5 The student's case will then be managed by the Fitness to Practise Case Management Group (CMG). Depending upon the nature of the concerns, the CMG on receipt of the

referral may initiate an interim suspension order to protect the community if indicated while the case is managed.

14. CONFIDENTIALITY

- 14.1 The UCO takes the privacy of its students seriously and will only look to share information where it is necessary. Information on students referred under this policy will initially be restricted to the staff members involved in the procedures. Once it has been established that action and support is needed, staff may share information on the matter with teaching staff to enable a supportive environment.

15. OFFICE OF THE INDEPENDENT ADJUDICATOR (OIA)

- 15.1 Students who have exhausted the Managed Support Plan procedures may bring their complaint to the Office of the Independent Adjudicator for Higher Education (<https://www.oiahe.org.uk/>) within one calendar year of receiving a Completion of Procedures Letter.

Core Documentation Record Page

Managed Support Plan

Version number	Dates produced and approved (include committee)	Reason for production/ revision	Author	Location(s)	Proposed next review date and approval required
V1.0	Sep 2018 Academic Council	New policy to provide a process to support all students at the UCO where there are concerns about their ability to study due to personal or health difficulties.	Student Support Manager	All master versions will be held in: J:\0 Quality Team - Core Documentation Website	Aug 2020
V2.0	May 2019 PRAG Chair	Administrative changes in line with role title update	Student Support Officer	All master versions will be held in: J:\0 Quality Team - Core Documentation Website	May 2022
V3.0	Jul 2022	Major amendments to roles and responsibilities assigned and title change in policy to Managed Support Plan.	Head of Student Services	All master versions will be held in: J:\0 Quality Team - Core Documentation Website	Jul 2025

Equality Impact

Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)	X
Neutral equality impact (i.e. no significant effect)	
Negative equality impact (i.e. increasing inequalities)	

If you have any feedback or suggestions for enhancing this policy, please email your comments to: quality@uco.ac.uk