

Student Support to Study Procedure

1 Emerging/Low level concerns

When a student's behaviour or wellbeing is causing ongoing concern, but not presenting any immediate crisis, the student will be approached and any concerns will be discussed with them.

The initial approach will be made by someone the student knows, usually a Student Support Officer.

Action plan will be created with the Student and recorded.

Action plan will be sent to the student and regularly reviewed by the member of staff they meet with.

2 Case Conference for continuing/significant concerns

If an action plan fails or the case is too serious to deal with:

Case is referred to a Student Support and Wellbeing manager.

Case conference meeting takes place.

Outcome is provided to the student within 5 working days.

3 Panel for serious/persistent concerns

In case previous interventions have not resolved the concern or the student is not responding to revised support plan:

The case is referred to the Director of Student Services or nominee.

Outcome is provided to the student within 5 working days. If appropriate, a revised support plan will be sent to the student and panel members within 10 working days.

If previous interventions have not resolved the concern, or the student is not responding to revised support plan:

1. Students can submit an appeal within 15 working days of receiving an outcome to sccoffice@kent.ac.uk
2. Appeal acknowledged within 5 working days
3. The Deputy Vice-Chancellor Education and Student Experience or nominee will review the case file
4. Appeal decision received within 10 working days, resulting in either:
 - a. Appeal upheld and referred back to any stages of the process
 - b. Not upheld Completion of Procedures letter issued