

Health, Wellbeing and Support For Study (HWSS) Procedure

This Procedure sets out how the [Health, Wellbeing and Support for Study Policy](#) is applied across the University of Bath.

Advice and Support

If you are involved in a HWSS process you may already be receiving support from the University's [Student Support Service](#) such as emotional or wellbeing support, counselling and mental health, disability support, money management and international student advice. If you think you would benefit from additional support, you can discuss this as part of your HWSS meetings or contact Student Support as you need. You can do this by emailing studentsupport@bath.ac.uk or by coming to the Roper Centre Drop-In which is open 9-5 including weekends. Student Support Advisors will be able to offer emotional support and discuss ongoing support options. Alternatively, you can complete [this form](#) as this will help guide you to the most appropriate support.

You can contact an [SU Advisor](#) in confidence who is separate to the University (suadvice@bath.ac.uk). An SU Advisor will listen non-judgementally to your situation, explain the process and offer impartial advice on your options. They will support you by providing 1:1 advice on written statements, joining you in meetings and helping you to understand an outcome.

Postgraduate Research students can contact the [PGR Independent Advisors](#), who are able to provide independent support to PGRs and assistance in navigating University processes.

Students will be offered the opportunity to bring a friend, family member or other support person to any HWSS meeting. The support person will be there to provide emotional support to the student and/or to help ensure the student correctly understands the content of the meeting, but will not respond on the student's behalf.

Students with a disability or any specific needs that require adjustments to this process are encouraged to email hwss@bath.ac.uk in order for arrangements to be made. Students with a disability can also be accompanied to the meeting by an adviser (or relevant disability support, e.g. BSL interpreter) if required.

The three stages of Health, Wellbeing and Support for Study

- Stage 1 – Emerging Concern
- Stage 2 – Significant or Ongoing Concern
- Stage 3 – Persistent or Critical Concern

The stages are designed to respond to different and changing degrees of concern or need, and/or the perceived seriousness of a situation, in line with the Support for Study Stage Criteria.

The procedure can be entered at any stage but in most cases Stages 1 and 2 should be considered before escalation to Stage 3. Some student cases may stay at the same stage or move between stages.

Stage 1

Stage 1 provides students with an opportunity to:

- Highlight to staff any areas of concern where circumstances are having an adverse impact on their studies, or their engagement with university life, or where their situation is adversely affecting the health, safety, wellbeing, experience or academic progress of others

Stage 1 provides staff with an opportunity to:

- Provide a framework to empower, support and signpost students to the most appropriate help at the earliest possible point

A Stage 1 meeting will result in:

- An action plan to support students with their studies and/or their engagement with university life and enable them to manage their own behaviour and personal circumstances to the best of their ability

It may also result in:

- New or additional reasonable adjustments to support the student
- A referral to a different stage of the procedure

If a member of staff becomes concerned that a student's health, wellbeing or behaviour is impacting on their ability to progress academically, to engage fully with university life, or to be safe and well at university or are concerned about the impact of a student's behaviour on the safety, wellbeing or experience of themselves or others, they may convene a Support for Study Stage 1 meeting. The student should be informed that this meeting takes place as part of the HWSS policy and procedure. The meeting may take place in person, online or over the phone.

[The Stage 1 Health, Wellbeing and Support for Study \(HWSS\) meeting](#)

A HWSS Stage 1 meeting will be arranged by a relevant member of staff in agreement with the student to explore what suitable help and support can be put in place, and to empower the student to take personal responsibility and be an active part in the management of their own health, wellbeing and university life.

During the meeting, an action plan will be agreed with the student, using the [Support for Study Plan Form](#), to formalise and record the goals and the actions that each party commits to, in order to meet the intended outcomes.

Any review will also be agreed with the student, as well as if/how contact should be maintained until the next meeting.

A copy of the student's Support for Study Plan should be shared between the student and the academic department. A brief note of the meeting should be added, or the Plan uploaded, to the student's SAMIS record, and the Student Casework Team should be informed by email (hwss@bath.ac.uk) that a Stage 1 has been opened for the student.

The Stage 1 Health, Wellbeing and Support for Study (HWSS) Review meeting(s)

Any review meeting agreed between the member of staff and the student should include:

- Review of how the student has been since the first meeting and if recommended actions have been completed
- Explanation/exploration of any further concerns arising
- Exploration of further/ongoing support required
- Agreement regarding whether further action is necessary. If the concern has been resolved, no further action may be necessary, and the Student Casework Team should be informed by email (hwss@bath.ac.uk) that the Stage 1 has been closed. If concerns continue or have increased, new goals should be agreed within clearly specified timescales and/or consideration given regarding escalation to Stage 2.

Stage 2

Stage 2 provides students with an opportunity to:

- Give their perspective on the issues that are present for them and, if appropriate, a history of events, past experiences and helpful strategies or support for managing these issues

Stage 2 provides staff with an opportunity to:

- Consider and discuss support options for the student that would help to enable positive change and reduce the concerns (to student and/or others)
- Signpost the student to any relevant internal or external support services, where appropriate
- Inform the student of possible outcomes if the situation does not improve

A Stage 2 procedure may result in:

- No further action
- An action plan to support students with their study and enable them to manage their own behaviour and personal circumstances to the best of their ability
- Reasonable adjustments or individual programme of study to support the student
- A referral to a different stage of the procedure

Following the referral of a case from Stage 1 or from the Department of Student Support and Safeguarding, the Case Management Team will usually meet with the student to complete a Case Management report.

A HWSS Stage 2 meeting will then be convened by the Student Casework Team. The student will be given at least 7 calendar days' notice of the Stage 2 meeting and informed of the purpose of the meeting. They will be notified of who will be on the Panel and of the support they can access.

The Stage 2 Health, Wellbeing and Support for Study (HWSS) meeting

The HWSS Stage 2 meeting will be arranged to discuss the case with the student so that concerns and all relevant issues can be discussed.

The meeting Panel will be made up of appropriate representatives of the student's academic department and the Deputy Director (Student Policy & Safeguarding) who will normally act as Chair.

The Case Management Team will advise the Panel. The student will be given the opportunity to explain their views on the situation and will be made fully aware of the possible outcomes if the situation does not improve.

Any review will also be agreed between the Panel and the student.

The student will be notified of the decision within 7 calendar days of the Stage 2 meeting.

The Stage 2 Health, Wellbeing and Support for Study (HWSS) Review meeting(s)

Any review meeting agreed between the Panel and the student should include:

- Review of how the student has been since the first meeting and if agreed actions have been undertaken
- Explanation/exploration of any further concerns arising
- Consideration of new or ongoing relevant mitigating evidence
- Exploration of further/ongoing support or adjustments that may be necessary
- Agreement regarding whether a further action plan is necessary. If the concern has been resolved no further action will be necessary. If concerns continue or have increased, an action plan may be put in place for further review at Stage 2, or a Stage 3 meeting may be convened

Stage 3

Stage 3 provides students with an opportunity to:

- Give their perspective on the issues and, if appropriate, a history of events, past experiences and helpful strategies or support for managing these issues

Stage 3 provides staff with an opportunity to:

- Consider and discuss support options for the student that would help to enable positive change and reduce the concerns (to student and/or others)
- Signpost the student to any relevant internal or external Support Services, where appropriate

- Inform the student of possible outcomes if the situation does not improve

A Stage 3 procedure may result in:

- Formal monitoring of the student's progress for a specified review period
- Reasonable adjustments or individual programme of study to support the student
- A referral to a different stage of the procedure
- Suspension of studies, exclusion or expulsion
- Any other action considered to be appropriate and proportionate

This stage of the procedure will only be implemented following a referral from a Stage 2 meeting or if, in the opinion of the Deputy Director (Student Policy & Safeguarding), the concerns that are raised at referral are persistent and/or critical.

A Stage 3 meeting will be convened to decide on the best course of action to take for the student in circumstances where:

- A student is unable to engage fully with their studies as determined by an appropriately qualified professional or
- The University, on receipt of appropriate advice, deems the student to lack mental capacity or the ability to make sound and rational decisions for themselves

At this stage, it may be decided that Precautionary Measures should be implemented, such as recommending interim suspension from the University or University accommodation, in line with the [Precautionary Measures Policy](#).

Following the referral of a case, the Case Management Team will usually meet with the student to complete a Support for Study report.

A Stage 3 HWSS meeting will then be convened by the Student Casework Team. The student will be given at least 7 calendar days' notice of the Stage 3 meeting and informed of the purpose of the meeting. They will be notified of who will be on the Panel and of the support they can access.

[The Stage 3 Health, Wellbeing and Support for Study \(HWSS\) meeting](#)

The HWSS Stage 3 meeting will be arranged to hear the case in the round. The student will be invited to attend so that concerns and all relevant issues can be discussed with them.

The meeting Panel will be Chaired by either a Pro-Vice-Chancellor, the Director of Education and Student Services or the Director of Student Support and Safeguarding. Other members of academic/professional staff will be invited as appropriate,

normally including the Director of Studies and/or Head of Department and a member of Senate.

Appropriate staff from Student Support and Safeguarding will advise the Panel.

The purpose of the meeting will be to consider the concerns presented, including the student's response to these concerns, and to reach an appropriate decision, action plan or other outcome.

Any review will also be agreed between the Panel and the student.

In cases where suspension of studies is the outcome, the Stage 3 Panel will inform the student of the steps involved in any return to study.

The student will be notified of the decision within 7 calendar days of the Stage 3 meeting.

The Stage 3 Health, Wellbeing and Support for Study (HWSS) Review meeting(s)

Any review meeting agreed between the Panel and the student should include:

- Review of how the student has been since the first meeting and if agreed actions have been undertaken
- Explanation/exploration of any further concerns arising
- Consideration of new or ongoing relevant mitigating evidence
- Exploration of further/ongoing support or adjustments that may be necessary
- Agreement regarding whether a further action plan is necessary. If the concern has been resolved no further action will be necessary. If concerns continue or have increased, an action plan may be put in place for further review at Stage 3

Returning from suspension or exclusion under HWSS

Following a period of suspension or exclusion implemented through HWSS, students who wish to return to study will only be able to do so if the University is satisfied that they are fit to do so and able to meet any expectations and requirements imposed on their return.

A Stage 3 review meeting will be held to determine whether the student is fit to return to study, and to assess and implement any support that may be needed by the student to ensure a successful return to university life. They will be required to let the Student Casework Team know of any ongoing support needs.

If there were concerns raised and the student suspended prior to the HWSS procedure taking place or via Precautionary Measures, the student will be required to return through HWSS. The student will be notified of this requirement at the time of their suspension.

Student attendance at the Health, Wellbeing and Support for Study (HWSS) meetings

Students are expected to engage with all stages of the HWSS process and, with support, take an active part in the management of their health and wellbeing.

If a student fails to attend any stage of the HWSS process without good reason, the meeting will be re-scheduled and the student will be informed of the new date and time with appropriate notice. If a student fails to attend their scheduled meeting, the HWSS Panel may consider and conclude the case in their absence based on the information known at the time. The student will be informed of any decisions made or actions taken at the meeting within 7 days of the rescheduled HWSS meeting taking place.

Right of Appeal

If the student is dissatisfied with the outcomes of Stages 2 or 3 of this procedure, they can use the [Student Appeals Policy](#) to submit an appeal (within the bounds of that policy). An appeal needs to be submitted within 10 working days of the student receiving notification of the outcome, using the [Student Appeals Form](#).