

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. Student Support Advisors will be able to provide practical support and advice, and can help you access a range of services.

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 (PGRs) 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.

Starting the three stages of Health, Wellbeing and Support for Study

The three stages of HWSS are designed to respond to different and changing degrees of concern or need, and/or the perceived seriousness of a situation:

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

The process 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.

Any member of staff who is involved in a student's support or academic progression can begin a Stage 1 HWSS with a student.

Students may be considered for Stage 2 or Stage 3 of the HWSS procedure following referral to the Student Casework Team. Staff members can make a referral using the [HWSS Referral Form](#). The referral form should not be used to access immediate support or advice. If a member of staff has concerns for the immediate welfare of a student, they should raise their concerns directly with Student Support by calling 01225 384321 or emailing studentsupport@bath.ac.uk.

After receiving a referral for Stage 2 or 3 The Student Casework Team will gather additional relevant information such as the student's academic details and engagement with existing support. If required to support decision-making they will usually meet with the student.

The Student Casework Team will then recommend one of the following outcomes to be ratified by the Deputy Director (Community, Response and Resolution):

- Close the case/not to open an HWSS case (with signposting or referral to alternative support pathways or safeguarding processes, as appropriate)
- Remain at or begin a Stage 1 HWSS
- Open or escalate to Stage 2 HWSS
- Open or escalate to Stage 3 HWSS

Stage 1

A Stage 1 HWSS meeting can be held where there are **emerging concerns** that a student's health, wellbeing or behaviour (in relation to their physical or mental health) may be impacting:

- Their ability to progress academically, engage fully with university life or be safe and well at university
- The safety, wellbeing or experience of other students or staff

Stage 1 provides an early opportunity to identify concerns and explore appropriate support options with the student, empowering them to take an active role in the management of their health, wellbeing, and university life.

[Stage 1 HWSS meetings](#)

A Stage 1 HWSS meeting will be arranged by a relevant member of staff in agreement with the student, who will be told that the meeting is taking place as part of the HWSS Policy and Procedure. The meeting may take place in person, online or over the phone.

During the meeting, the [Stage 1 HWSS Plan template](#) will be used to create and agree on an action plan in collaboration with the student.

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

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

Stage 1 Review meetings are agreed on and arranged between the student and the staff member overseeing the Stage 1 case. Brief notes of the meeting/s will continue to be added to the student's SAMIS record, and the Student Casework Team will be informed by email (hwss@bath.ac.uk) if a Stage 1 has been closed following a review.

Outcomes

A Stage 1 meeting may result in:

- An action plan, with agreed review period
- New or additional reasonable adjustments to support the student
- A referral to a different stage of the procedure
- No further action and the HWSS process being closed

Stage 2

Stage 2 may be instigated where there are **significant or ongoing concerns** that a student's health, wellbeing or behaviour (in relation to their physical or mental health) may be impacting:

- Their ability to progress academically, engage fully with university life or be safe and well at university
- The safety, wellbeing or experience of other students or staff

Stage 2 provides a structured, coordinated response to significant or ongoing concerns. It brings together relevant information and, where necessary, staff/services to work with the student to reduce risk and support the student's progress. It ensures expectations are clearly communicated to the student, including potential next steps if current concerns are not addressed. This may be achieved through a Stage 2 HWSS Panel meeting or through meeting with the Student Casework Team (with relevant decisions reviewed by a Stage 2 HWSS Panel Chair or their nominee).

Stage 2 HWSS meetings

Where required, a Stage 2 HWSS Panel meeting will be convened by the Student Casework Team. The student will be given at least 5 working days' notice of a Stage 2 meeting, informed of the purpose of the meeting and told who else will be in attendance. They will also be told about the support they can access.

If the student does not attend a meeting, having been given appropriate notice, their case may be considered in their absence, including deciding outcomes.

The Panel meeting will be chaired by the Deputy Director (Community, Response and Resolution) or their nominee. Other staff will be involved on a case-by-case basis, depending

on the nature of the student's case and who is best placed to advise the Chair and contribute to the student's action plan. This will usually include appropriate representatives of the student's academic department.

Prior to attending a Stage 2 HWSS Panel meeting the student will usually meet with a member of the Student Casework Team who will write a report or provide an update for the meeting.

During the meeting, the student will be given the opportunity to explain their views on their situation. An action plan will be created or updated in collaboration with the student. Any timeframe or plan for review will also be agreed with the student.

At Stage 2 a review may either take the form of a Stage 2 Panel meeting or a check-in with the Student Casework Team (with relevant decisions reviewed by a Stage 2 HWSS Panel Chair, or their nominee). Before a Stage 2 review Panel meeting the Student Casework Team will usually meet with the student in advance to provide an update to the student's report.

Outcomes

A Stage 2 procedure may result in:

- An action plan to support the student, with review period
- The introduction or review of reasonable adjustments or individual programme of study to support the student
- Referral to a different stage of the procedure
- No further action and the HWSS process being closed

The student will be notified of the decision within 10 working days of a Stage 2 meeting.

Stage 3

Stage 3 may be instigated where there are **persistent or critical concerns** that a student's health, wellbeing or behaviour (in relation to their physical or mental health) may be impacting:

- Their ability to progress academically, engage fully with university life or be safe and well at university
- The safety, wellbeing or experience of other students or staff

Stage 3 provides a formal framework for responding to persistent or critical concerns where there may be serious risk/s to the student or others. It enables informed decision-making regarding what action is required to ensure the student's and others' safety and wellbeing. This includes whether a student can continue their studies safely, and if so under what conditions.

Stage 3 HWSS meetings

Stage 3 HWSS Panel meetings will be convened by the Student Casework Team. The student will be given at least 5 working days' notice of a Stage 3 meeting, informed of the purpose

of the meeting and told who will be on the meeting Panel. They will also be told about the support they can access.

If the student does not attend a meeting, having been given appropriate notice, their case may be considered in their absence, including deciding outcomes.

The Panel meeting will be chaired by an appointed Stage 3 Chair, typically a Pro-Vice-Chancellor, or a University Director. The Panel will usually include the Director of Studies and/or Head of Department and another trained panel member who is not from the same academic department. Other professionals and support persons will be invited as appropriate. Appropriate staff from Student Support and Safeguarding will advise the Panel.

Prior to attending a Stage 3 HWSS Panel meeting the student will usually meet with a member of the Casework Team who will write a report or provide an update for the meeting.

During the meeting, relevant information and evidence will be considered in order to assess associated risk/s to the student and others, and to reach an appropriate decision, action plan or other outcome. The student will be given the opportunity to explain their views on their situation. Any timeframe or plan for review will also be agreed with the student.

At Stage 3, reviews will take the form of a Stage 3 Panel meeting. The Student Casework Team will meet with the student in advance to provide an update to the student's report.

Outcomes

A Stage 3 procedure may result in:

- Formal monitoring of the student's progress for a specified review period
- The introduction or review of reasonable adjustments or individual programme of study to support the student
- Referral to a different stage of the procedure
- Suspension of studies, exclusion or withdrawal
- Any other action considered to be appropriate and proportionate
- No further action and the HWSS process being closed

The student will be notified of outcome decisions within 10 working days of the Stage 3 meeting.

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.

If the Panel recommend that a student is withdrawn from the University, this recommendation will be considered by the Vice Chancellor. The Vice Chancellor's decision to accept or reject the Panel's recommendation will be communicated to the student within an additional 5 working days from when they were notified of the outcomes from the Stage 3 HWSS Panel meeting. If there are any current precautionary measures applied to the student, they will remain in place during this time.

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.

An HWSS 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 the suspension.

Closing an HWSS case

An HWSS case can be closed following any stage of the procedure provided that the relevant staff are satisfied that the concern/s about a student's health, wellbeing or behaviour have been addressed or are being appropriately and sustainably supported and managed. A case may be closed with recommendations of specific actions being completed.

Right of Appeal

If the student is dissatisfied with the outcomes of Stage 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. Students may request a Completion of Procedure (COP) letter if they do not feel they have grounds for appeal.

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