



Cause for Concern Guidelines

Guidelines for staff on referring
students giving cause for concern

Student Support
Regent's University London
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1 *Identifying students who may be a cause for concern*

Regent's University London is committed to developing an environment in which all applicants and students are given the opportunity to demonstrate and realise their full potential. To this end, we aim to provide students with a support structure which is accessible and available to all. All staff in the University have a role to play in identifying students who may be struggling for some reason or other and need advice and support.

There are a number of signs that would indicate that a student may be a cause for concern. These may be identified by any member of staff who has contact with the student. Examples include indicators of stress or anxiety, sudden change in behaviour, poor attendance, failure to hand in work, poor academic work or a reluctance to engage in activities. Alternatively, a student may approach a member of staff directly to disclose that they have a problem.

2 *Why refer students?*

Early referrals of students whose behaviour may be a cause for concern, enables early interventions and ensures that students receive appropriate and targeted support.

Although staff may develop a relationship of trust with students and wish to support them, they are encouraged at all times to maintain relevant boundaries and refer students to the specialist support services available within the University.

The Student Support & Welfare team is comprised of staff with the knowledge and specialist expertise to advise students. They can provide students with a range of help and support as outlined in Section 3 below.

3 *Prevent*

Prevent is the government safeguarding process to support young people who may be drawn into terrorism. The University is committed to supporting students who may be vulnerable to extremist and terrorist narrative and ensuring that they receive appropriate advice and support and an early stage.

Any causes for concern related to Prevent are referred through the University's Cause of Concern process.

4 *Safeguarding*

In line with the University's [Safeguarding Policy](#), any concerns regarding children (persons under the age of 18) or vulnerable adults are referred to the Designated Safeguarding Officer and covered in the Cause for Concern Guidelines.

5 Student Support & Welfare & Welfare Team

5.1 General Information

The Student Support & Welfare Team provide support and advice in a confidential environment in which they can discuss any concerns/issues that may be impacting on a student's studies. They provide practical advice on the possible solutions and refer students where relevant. Student Support & Welfare Officers can act as facilitators with regard to any actions that need to be taken, liaising with relevant staff on behalf of the student, if necessary, and ensuring that the agreed actions are taken. They will liaise with family members or guardians if required (subject to the student's written authorisation).

5.2 Student Appointments

Students can book an appointment in the following ways:

Student Support & Welfare Appointments (Students)

In Person	Student Hub, Acland Ground Floor
Online	Student Hub
Telephone	020 7487 7667

5.3 Referrals

Students can also be referred to the Student Support & Welfare Team by a member of staff. Members of the Student Support & Welfare Team are also available to discuss individual cases with staff (ensuring Data Protection regulations are followed), and to provide them with general advice on support options available for students.

Student Support & Welfare Referrals and Enquiries (Staff)

In Person	A006 (if the team are unavailable, please visit the Student Hub)		
Email	StudentSupport@regents.ac.uk		
Telephone	Senior Student Support & Welfare Officer	Jolene Carvalho-Palai	0203 075 6173
	Student Support & Welfare Officer	Farha Patel	0203 075 6262

Initial referrals and enquiries should be directed to the Student Support & Welfare & Welfare Officers. If required, the cases will be escalated to the Head of Student Support, **Pam Taylor**:

Email	taylorp@regents.ac.uk
Telephone	020 7487 7593 Mob: 07805 566 110

6 *Disability & Mental Health*

6.1 General information

The Student Support & Welfare team, provide support and advice to students with disabilities, including specific learning difficulties.

6.2 Student Support & Welfare Agreement

If a student has specific needs and has provided appropriate documentation, the team will set up a Student Support Agreement (SSA), which will list their agreed needs. It is the student's responsibility to email this to their lecturers at the start of the term.

6.3 Lecturer Access to Information

Academic staff can access a confidential class 'Disability List' via eVision. This shows which students in their class have disclosed a disability, the category of disability, their SSA status and any entitlement to special examination arrangements. Academic staff must check this list after the start of the semester in case a student has disclosed late or their SSA has been agreed later.

Academic staff with any queries about a student's support needs should contact the Student Support & Welfare team. Staff are encouraged to refer to the 'Guidelines for Staff' on the intranet's 'Disability' site as needed.

6.4 Personal Tutor Access to information

Personal Tutors will be able see if a student has disclosed a Disability on the student's eVision record. The details of the Disability are not disclosed on the student's eVision record. Personal Tutors should encourage their tutees to send them a copy of their SSA. If Personal Tutors have any queries or concerns about a tutee's disability or SSA, they should contact the Student Support & Welfare.

6.5 Student Disclosure

If a student discloses a disability to a member of staff, the whole institution is deemed to know and the member of staff concerned **must** notify the Student Support & Welfare team, subject to receiving the student's permission in writing. If the student does not give their permission for their details to be passed on, the member of staff **must** contact the Student Support & Welfare team for advice, but without naming the student.

6.6 Learning Difficulty Screening

If a member of staff suspects that a student may have a specific learning difficulty, the Student Support & Welfare team provides a free screening service for which students should self-refer. Details are on the intranet.

6.7 Counselling

All students have access to the counselling service provided through [International SOS](#).

Counselling offers a safe, supportive environment where students can talk over any difficulties in their life. It can help them deal with all kinds of issues, such as anxiety, depression, low self-esteem, coming out, grief and loss, trauma, and relationship difficulties.

Students can access the counselling service directly through International SOS. If students or staff have any queries about the service or what counselling entails, they can contact the Student Support & Welfare team for more information.

7 Academic Support

7.1 Achievement Officers

Using systems to track engagement and performance, the Achievement Officers will work with students at risk academically, assessing their situation and identifying appropriate interventions and, where relevant, providing links with the relevant academic staff and services across the University. They will also liaise with academic staff and the Support & Welfare team on any student wellbeing issues that may impact upon a student's ability to successfully complete their programme.

7.2 Achievement Officer Appointments

Students can book an appointment with an Achievement Officer in the following ways:

Achievement Officer Appointments (Students)

In Person	Student Hub, Acland Ground Floor
Online	Student Hub
Telephone	020 7487 7667

7.3 Achievement Officer Referrals

Students can also be referred to the Achievement Officers by a member of staff for support and advice on improving their academic performance.

Achievement Officers (Staff Referrals)

Email	achievementofficers@regents.ac.uk		
Achievement Officers	Elise Goodman	Email	goodmane@regents.ac.uk
	Samantha Odinga	Email	odingas@regents.ac.uk
In Person	A008 (if the team are unavailable, please visit the Student Hub)		

7.4 Academic Skills

The Academic Skills team provide students with a range of options to improve their academic skills including workshops, one-to-one sessions, drop-in sessions and online information on Blackboard. Detailed information about the support available is located on the Academic Skills module on Blackboard.

The Academic Skills team also offer workshops, drop-in sessions and one-to-one tutorials to support Mathematics, Statistics and Numeracy (MSN) skills.

7.5 Academic Skills Appointments

Students can book an appointment with the Academic Skills team in the following ways:

Academic Skills Appointments

In Person	Student Hub, Acland Ground Floor
Email	academicskills@regents.ac.uk

8 *What to do*

If you identify a student who may be a cause for concern, please do not delay in referring him/her to the appropriate person.

8.1 What to do if a student approaches you to discuss a problem

In the first instance, identify whether the situation is urgent or non-urgent.

The situation may be considered **urgent** if the student:

- › May be at risk of serious self-harm or harm from others
- › Is violent or threatening violence to people or property
- › Seems very disorientated, confused and out of touch with reality
- › Is extremely abusive
- › Has suddenly been made homeless and has nowhere to go

If you feel that the situation is urgent refer to the procedures to be followed on page 11.

The situation may be considered **non-urgent** if the student is:

- › Depressed, anxious, generally stressed
- › Having academic problems resulting from personal circumstances
- › Having problems with relationships
- › Homesick, lonely and isolated
- › Suffering from low self-esteem
- › Bereaved
- › Having financial problems

If you feel that the situation is not urgent, you can refer the student directly to the Student Support & Welfare Team. If the student agrees with this, and has confirmed so in writing, please contact the Student Support & Welfare Team to notify them that you are referring the student. If the student does not wish to be referred, you can provide them with information on the services available should they change their mind. If you are unsure about how to handle the situation, you can seek guidance from the Student Support & Welfare Team whilst maintaining the confidentiality of the student.

If you feel that you have the skills and it does not conflict with your role, you may choose to listen to the student's concerns before referring them on to the relevant person.

If you do not have the time to listen to the student when he/she first approaches you e.g. if you are between classes or on your way to a meeting, please arrange to meet with the student as soon as possible and at a time that is convenient to both of you. Alternatively, you can refer the student directly to the Student Support & Welfare Team.

Be aware that you cannot guarantee confidentiality when a student wishes to disclose information to you. There are certain circumstances under which confidentiality would be broken. For details refer to the Student and Staff Confidentiality Policy.

In the case of students who give cause for concern due to behaviour or statements which indicate that they may be vulnerable to radicalisation, the procedure for non-urgent cases should be followed. If the student is displaying any of the characteristics which would be considered 'urgent' (see above), the procedures for urgent cases should be followed.

8.2 What to do if a student is giving you cause for concern but has not discussed their situation with you

If a student is giving you cause for concern, you may choose to approach the student with an informal enquiry about how things are going, thereby opening the dialogue and offering the student the opportunity to discuss their situation.

If you are concerned but unsure of what action to take, please seek guidance from the Student Support & Welfare Team.

Section 9 provides an easy to use flow chart on the procedures outlined above. If you have any queries or concerns, please contact the Student Support & Welfare Team.

8.3 What to do if a student reports concerns about a fellow student

If a student discloses a cause for concern regarding another student, refer the student who raised the concern to the Student Support & Welfare Team.

8.4 What to do if you are concerned that a student may be victim to radicalisation

In the case of students who give cause for concern due to behaviour or statements which indicate that they may be vulnerable to radicalisation, please seek guidance from the Student Support & Welfare Team.

8.5 What to do if you have a safeguarding concern

If you have safeguarding concerns about a student, you should contact the Head of Student Support, who is the Designated Safeguarding Lead for students.

8.6 Permission to Disclose Information

When referring a student, if you wish to provide details about a student's case to the Student Support & Welfare team, do not disclose any information the student has discussed with you without their written permission.

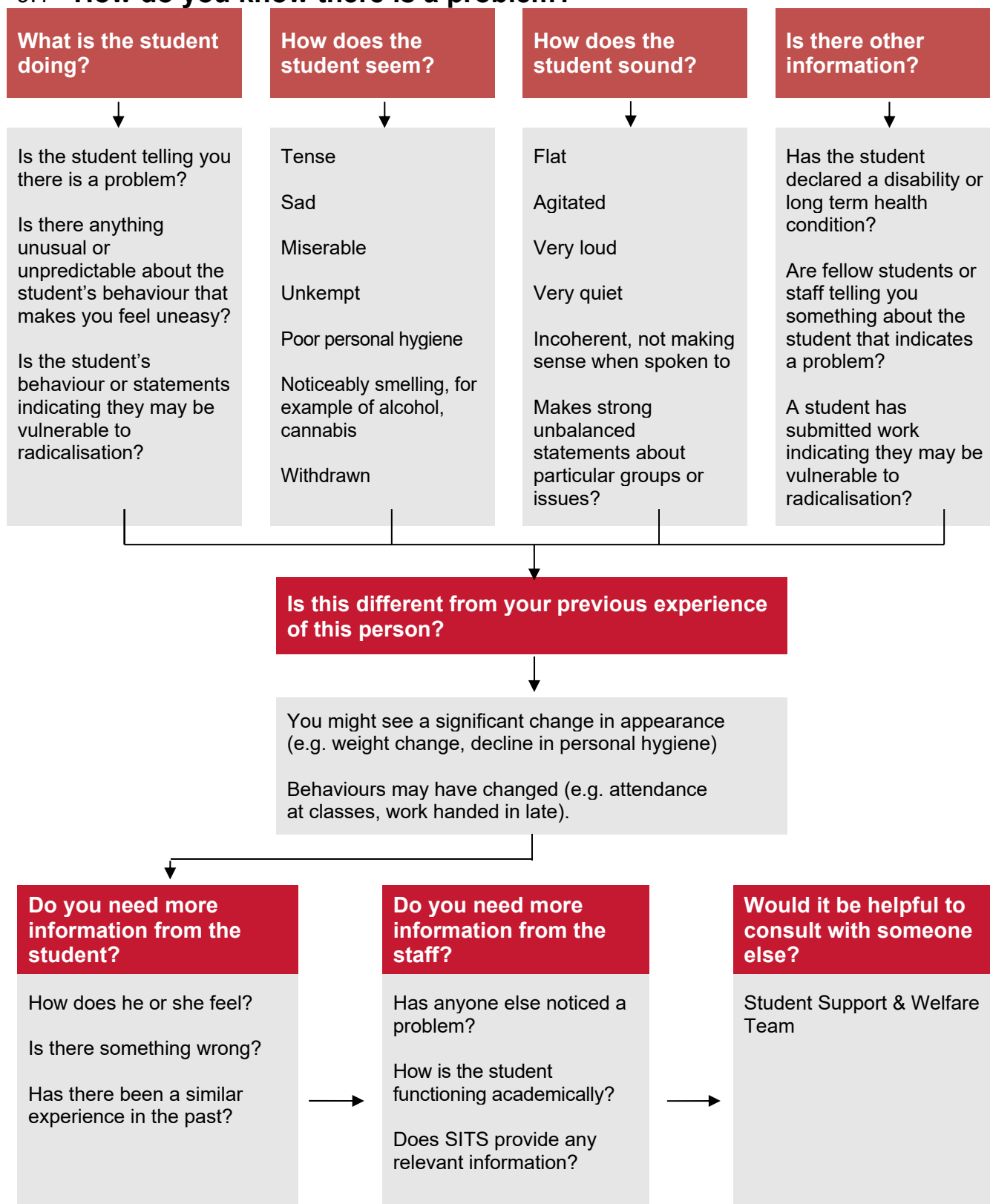
An email from the student confirming that they give you permission to disclose information they have given you will meet the requirements.

Sample Email:

I hereby give you permission to disclose the information I have discussed with you to the Student Support & Welfare team.

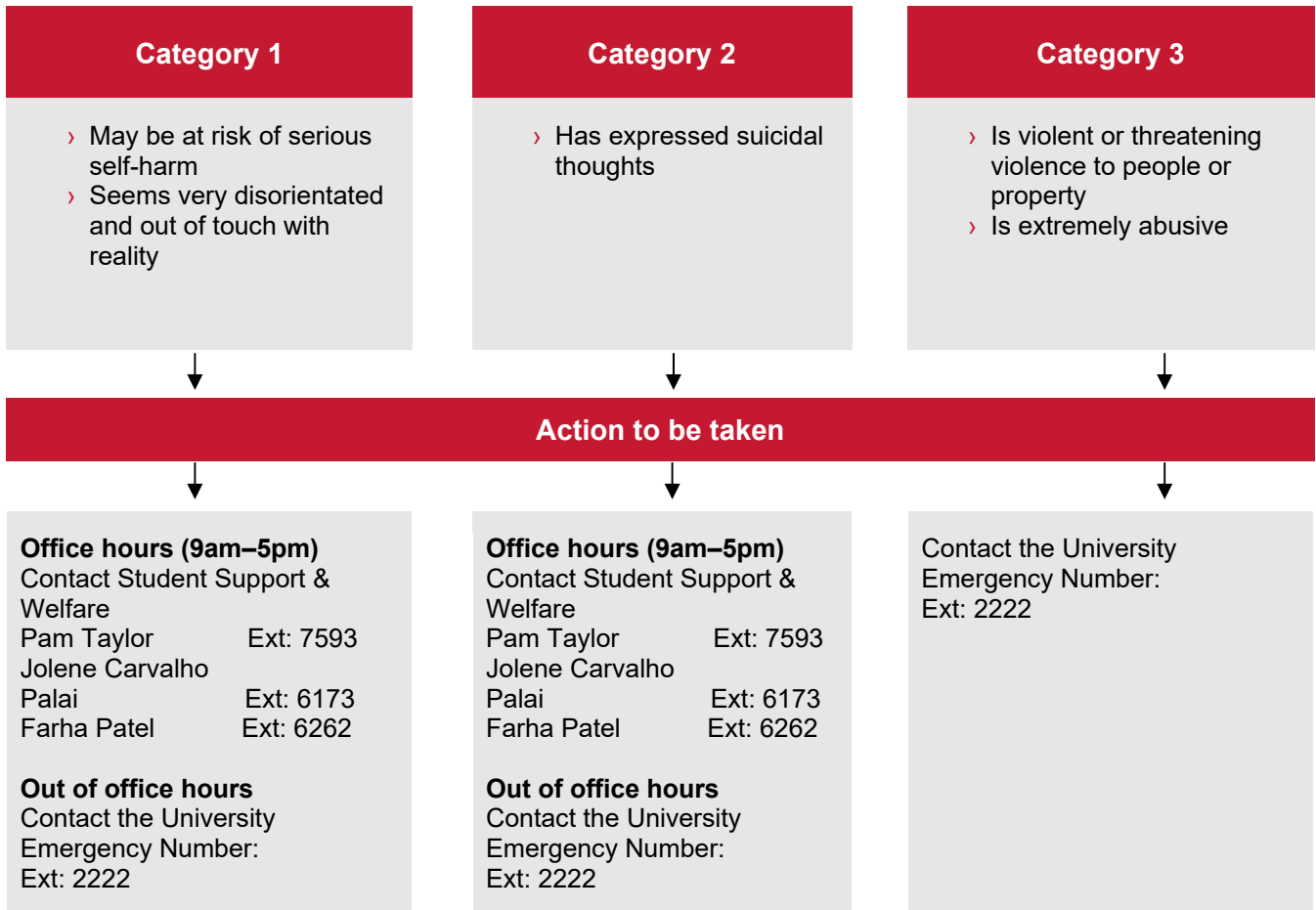
9 What to do summarised

9.1 How do you know there is a problem?



9.2 What you should do if the situation IS urgent

It IS urgent if you are concerned that the student:



In all situations

- › Prioritise your own safety and that of others on the scene
- › Try to stay calm
- › Engage with the student if possible, but put safety first
- › If the student is in danger of self-harming/has expressed suicidal intent they should not be left on their own
- › Where possible make sure you have back-up available (e.g. another member of staff) until the Student Support & Welfare Team or Security arrive

9.3 What you should do if you have a safeguarding concern about an U18 student or vulnerable adult

In all situations

Contact the Head of Student Support
Pam Taylor Email: taylorp@regents.ac.uk
Tel: 020 7487 7593

9.4 What you should do if the situation does NOT require immediate action?

It is NOT urgent if there is no immediate risk to the student or others, although the student may be:

- > Depressed, anxious, generally stressed
- > Having problems with relationships

- > Homesick, lonely and isolated
- > Suffering from low self-esteem
- > Making statements which may indicate a vulnerability to radicalisation

- > Bereaved
- > Having unexplained study problems

If the student will accept help

Decide who the best person is to help

You have the skill

It does not conflict with your role and you have access to consultation or support

You might:

Listen to the student's concerns

Refer the student to the relevant person

If you are unsure then seek further advice from the Student Support & Welfare Team

You are clear what the student needs (e.g pastoral support, medical help, counselling)

If so, refer directly to:

Student Support & Welfare Team or Student Support & Welfare team or

If you are unsure then seek further advice from the Student Support & Welfare Team

If the student will not accept help

Provide them with information on the services available should they change their mind e.g. Student Support & Welfare.

Seek advice from the:

- > Student Support & Welfare Team

You should alert the Student Support & Welfare Team as long as you are not compromising any confidentiality request.

Ensure that you do not disclose any information the student has discussed with you without their written consent. It may sometimes be necessary, and/or helpful, to discuss the options available with regard to support and appropriate referral routes with the Student Support & Welfare Team without disclosing the student's name.

Please note that in the event of safeguarding concerns, sharing of relevant information supersedes confidentiality if the child or vulnerable adult is deemed to be at immediate risk (this may not necessarily be a student, but someone associated with the student).

10 What happens next?

10.1 General Concerns regarding mental health and wellbeing

If a student is referred to the Student Support & Welfare team, a member of the team will meet with the student to discuss their situation and the options available to them with regard to onward referrals and managing their studies. If necessary, and with the student's written authorisation, the Student Support & Welfare Officer will liaise with the relevant academic staff and departments across the University. The team member will also be able to provide the student with ongoing support as required.

10.2 Disability

If a student is referred to the Student Support & Welfare team, a member of the team will meet with the student and set up a Student Support Agreement if relevant. They will provide the student with information on the support that is available to them and arrange referrals where relevant.

10.3 Counselling

The Counselling Service is confidential. If students have difficulty accessing the service with International SOS, the Support & Welfare team will provide support and advice.

10.4 Medical help

Where appropriate, a team member can refer a student to the local GP service.

10.5 Break of studies

If the student's situation is such that a Break of Studies is identified as the best option, the Student Support & Welfare team will advise the student accordingly and help them through the process.

10.6 Urgent cases

In the case of situations identified as urgent above, the Student Support & Welfare Team will contact external Emergency Services in liaison with the Campus Security team.

10.7 Fitness to study

If there are concerns about a student's fitness to study, the Fitness to Study Policy will be applied.

10.8 Prevent

If there are concerns that a student is vulnerable to radicalisation which is impacting on their behaviour and statements they are making, the process below will be followed. In all instances, the Head of Governance is the key point of contact for Prevent and responsible for referrals to the Channel process, which is an external early intervention multi-agency process designed to safeguard vulnerable people from being drawn into violent extremist or terrorist behaviour.

Prevent Process

Cause for Concern notification received by the Student Support & Welfare Team



Cause for Concern reported by the Head of Student Support to the Head of Governance



Case meeting

Attendees:

- Head of Governance
- Head of Student Support
- Member of staff who raised cause for concern
- Director of Content

Aim of Meeting:

- Review information provided
- Identify if additional information is required
- Agree actions (these may include the following)
 - collection of additional information
 - appointment with student
 - identification of support needs for the student

A further case meeting may be held to review any additional information



Channel Process Referral

Where the Cause for Concern is upheld and it is felt that the student may be vulnerable to radicalisation, the Head of Governance will refer the student to the Channel process.



Non-referral

Where it is felt that the student's behaviour or statements indicate that the student is not vulnerable to radicalisation, alternative relevant support systems may be identified.

10.9 Safeguarding

If a student is referred due to safeguarding concerns, the Head of Student Support will carry out an analysis of risk to determine the appropriate course of action.

This may include the Designated Safeguarding Officer speaking to the person making the report and the individual who is the subject of the report. The Designated Safeguarding Officer (will liaise with other partner agencies as appropriate in order to address the safeguarding concerns identified.

Please see the University's [Safeguarding Policy](#) for more details.

11 *Missing Persons*

If a member of staff or student is concerned that a student may be missing, they should report their concern to the Head of Student Support, who will initiate an investigation, which may involve Campus Security.

Missing Persons – Key Contacts

Pam Taylor	Head of Student Support	taylorp@regents.ac.uk	020 7487 7593
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If the Head of Student is unavailable, the concern should be reported to a member of the Student Support & Welfare Team – StudentSupport@regents.ac.uk

As part of the registration process, students are asked to provide a contact person as next of kin in case of an emergency. If it is determined, after investigation, that the student is deemed “missing,” a determination will be made about contacting the student’s nominated next of kin and, if deemed advisable, local Police within 24 hours. During this process, rights to privacy and data protection regulations will be followed in accordance with RUL data protection policy.

12 *Records*

It is advisable to keep records of discussions with students including the date of the meeting and agreed actions. Staff should familiarise themselves with the University’s [Data Protection Policy](#).

13 *Debriefing*

Handling difficult conversations or situations with students can cause stress or anxiety. You may wish to debrief by talking the situation through with a colleague or line manager.

Counselling is also available to staff through the Beneden which includes a 24hr help line: Psychological Wellbeing Helpline - 0800 414 8247.

14 *Relevant policies*

All staff should ensure that they are familiarised with the following policies:

- [Data Protection Policy](#)
- [Fitness to Study Policy](#)
- [Fitness to Practice Policy](#) (where relevant for students on Psychotherapy programmes)
- [Disciplinary Policy](#)
- [Safeguarding Policy](#)