

Support to Study Procedure

Effective from 1 September 2026

Purpose

1. The Support to Study Procedure ('the Procedure') seeks to promote early intervention, and a consistent, supportive and collaborative approach to responding to concerns raised about any registered student who, due to ongoing health issues or disability, is struggling to study or function safely within the University environment.
2. It recognises that there may be some instances where a student's ill health or disability may affect their ability to study effectively or safely be part of (or reside within) the University community, and they may require additional support to continue. The University will always strive to empower students to manage their own wellbeing and health conditions and work collaboratively with students to find solutions when issues arise.
3. University colleagues supporting students at any level of this Procedure will consider what support may be offered to the student both from within the University (e.g. by the academic unit and/or the Student Health and Wellbeing Service) and externally (e.g. directing or referring students to local GPs and/or mental health services). Students will be encouraged to seek support where it is deemed necessary and appropriate.
4. Information on [access, support and guidance](#) is available for students involved in the support to study process.
5. See **Appendix 1** for a glossary of terms and roles mentioned in this Procedure.

Scope

6. This Procedure applies to all registered students where a serious concern has been raised in relation to a registered student's capability to study, reside or function within the University environment due to their disability or ongoing health issues.
7. In order for a student to be supported under this Procedure, **one** of the following criteria must apply:
 - The student's ill-health, disability or wellbeing is having a negative impact on their studies
 - The student's ill-health, disability or wellbeing is, or is at risk of, having a negative impact on the safety, welfare or educational experience of other community

members or the day to day activities of the University or placement/year abroad provider.

- The student's ill-health, disability or wellbeing is being caused or exacerbated by their studies.
8. A student does not need to have a formal diagnosis of a health condition or disability for this Procedure to be used.
 9. A student may be referred into the Procedure from other University student procedures, and their capability to study, reside or engage within the University environment may still be considered even though other University procedures have been invoked.
 10. The Procedure is not used for:
 - Instances of student misconduct where ill health or disability is not considered to be a substantial contributing factor behind behaviour which are dealt with under the [Student Conduct Disciplinary Procedure](#).
 - Addressing academic progress where ill health or disability is not considered to be a substantial contributing factor behind poor academic engagement and/or performance which are dealt with under the [Academic Progress](#) procedure.

Raising concerns

11. Concerns about a student's capability to study, reside or engage within the educative environment may present themselves in a number of different ways and be raised by a variety of people, including University employees, fellow students, third-parties (such as placement providers or healthcare professionals), and/or the student themselves.
12. Concerns raised about students will be handled respectfully and sensitively with the aim of implementing a coordinated approach across the University.
13. Examples of the most common indicators of serious concern include:
 - Rapid deterioration in academic performance and/or failure to submit assignments
 - Poor attendance or lack of engagement with Academic Unit colleagues (including with Academic Advisers/Supervisors)
 - Failure to engage with project approval, annual progress review, supervisory meetings or adhere to the learning agreement (for Research Students)
 - Not responding to requests within University communications
 - Noticeable change in mood or behaviour, including social withdrawal
 - The sudden onset of physical or psychological problems
 - Signs of self-harm
 - Substance misuse, including excessive alcohol consumption
 - Multiple submissions of Personal Extenuating Circumstance requests (PECs)

- A pattern of behaviour or communications which appears irrational or extremely inconsistent, or which results in unreasonable demands
 - Behaviours resulting from a medical condition or illness, which adversely impact other students and/or University colleagues
 - Repeated interruptions of study for health reasons
14. The initiation of the Support to Study procedure at any level must not be taken as relevant grounds for the student to fail to proceed with their programme of study. Unless given specific instruction to the contrary, the student should continue to engage with their programme of study, assessment or progression milestones as normal.

The Support to Study process

15. The Procedure may be initiated at any level deemed appropriate. It does not need to proceed in level order, and students may be referred back to a previous level, where appropriate to do so.
16. The University will adopt a collaborative and cooperative approach to managing concerns regarding a student's ability to stay safely in a university environment and progress their studies. Support under the Procedure will be offered by the Academic Unit in conjunction with relevant colleagues from the Student Health and Wellbeing Service to ensure a consistent and holistic approach.
17. Initiation of support under the Procedure is not a punishment or sanction, but rather a way of providing additional support to help a student succeed in their programme of study, wherever possible.
- **Levels 1 Informal support** and **Level 2 Formal support** are focused on identifying support and agreeing actions that the University and the student will take to support them to continue with their studies safely.
 - **Level 3** is the formal decision-making stage where there are serious concerns that a student may not be safe to continue their studies

Temporary precautionary measures

18. At any stage under the Procedure, where the student's behaviour suggest that there may be a risk to themselves, any member of the University community, the wider community or the University's reputation, a risk assessment will be carried out and interim precautionary actions may be imposed in line with the [Student Conduct Risk Management Procedure](#), including interim suspension.
19. Temporary precautionary measures will remain in place pending further consideration by a Level 3 Support to Study Panel. An interim suspension is not a disciplinary sanction or a pre-judgement of the Support to Study Panel.

Level 1: Informal support

20. Initial concerns about a student's behaviour or capability to engage with their

programme of study or the University environment will normally be raised by, or referred to their Academic Adviser, Supervisor or other nominated person, or a representative from the Student Health & Wellbeing Service.

21. The nominated person will arrange to meet with the student to discuss the concerns. The meeting is intended to be supportive and non-confrontational, and the purpose will be:
 - To encourage an open discussion about the student's current circumstances and any concerns about their engagement or capability to continue their studies;
 - To outline the University's duty of care and signpost to appropriate sources of support;
 - To discuss ways in which support might be put in place to help the student continue their studies safely and agree informal actions to that end.
22. Students are expected to prioritise attendance at the meeting.
23. A brief record should be kept of all meetings held with the student under Level 1 of this Procedure in My Progress or PGR CoP.

Informal actions

24. Informal actions agreed at Level 1 might include:
 - Supporting the student to submit a PEC request for appropriate adjustments to their assessments
 - That the student decides to take a voluntary interruption of studies to allow them to concentrate on their health and is directed on how they can do this
 - Directing to support services such as the Student Health and Wellbeing Service, their GP, or external services
 - Directing the Disability Service to complete or update a Student Support Plan
 - Directing to academic skills support or other learning support they are entitled to through an existing Student Support Plan or DSA.
25. Following a meeting the informal actions should be sent to the student in an email.

Follow up meetings

26. The nominated person will schedule a follow-up meeting with the student within one month to collaboratively review whether agreed informal actions have been undertaken, whether they have been effective in supporting the student to manage their own wellbeing and their studies and to review any changes in circumstances.
27. In most case one initial meeting and a follow up meeting will be successful in supporting the student and they will be able to return to universal support under the [Academic Advising Framework](#).
28. Follow up meetings are not expected to take place on an ongoing basis under Level 1 but a more frequent set of meetings than the minimum required under the universal

Academic Advising Framework may be deemed appropriate on an ongoing basis.

Level 2: Formal Support

29. Formal support under Level 2 of this Procedure will be offered to students where Level 1 informal support has been unsuccessful in addressing concerns, the student's circumstances have changed, or where the concerns identified are particularly serious and support is required beyond what an Academic Advisor/Supervisor could reasonably be expected to provide at Level 1.
30. Formal support may be initiated by either the Academic Unit by an Authorised Person or the Student Health and Wellbeing Service. The Student Health and Wellbeing Service will normally be made aware of any planned Level 2 meetings and may attend such meetings where appropriate. The Authorised Person will be responsible for managing the Level 2 process within the Academic Unit.
31. Students will be given reasonable written notice of any formal Level 2 meeting and will be provided with a copy of the Procedure and the following information in advance of the meeting:
 - The purpose of the meeting
 - Who will be attending
 - What will be expected of them
 - Their right to submit any relevant documentation prior to the meeting, for example, medical evidence
 - Their right to be accompanied by a friend or supporter.
32. If the student does not engage with Level 2 formal support, for example by repeatedly choosing not to attend the meetings or by not providing relevant documentation when requested, the meeting may still go ahead, and the case will be considered based on the information currently available. This will include an assessment of any information provided to the University through the PEC system.

Outcomes

33. Without prejudice to other conclusions, the initial Level 2 meeting may decide that one of the following outcomes is appropriate:
 - No further action is needed;
 - Informal support by the nominated person should continue at Level 1 of the Procedure;
 - The Academic Unit and/or the Student Health and Wellbeing Service should work with the student to develop a new/review an existing Action Plan;
 - Adjustments to assessments are agreed as part of the Action Plan;
 - The Chair of the relevant PEC Committee should consider significant adjustments to assessments;
 - The Degree Programme Director/ Director of Postgraduate Research will

consider an adjustment to the student's hours/mode of study (with the student's consent);

- The Degree Programme Director/Director of Postgraduate Research explores with the student whether an interruption from the student's programme of study is appropriate.
- The student should be referred to the Student Health and Wellbeing Service to consider whether a new/revised Student Support Plan may be appropriate.
- The student's circumstances should be referred to Level 3 of this procedure for consideration by a Level 3 Support to Study panel;
- A referral should be made to a more appropriate University procedure, such as the Student Disciplinary Procedure, or for consideration in line with University Regulations for Review of Academic Progress;
- Any other outcome intended to support the student to successful progression or completion of their programme of studies.

34. If the student does not agree to the proposed supportive outcome discussed during the initial Level 2 meeting, they may be advised that their case may be referred to Level 3 of this procedure for further consideration by a Support to Study panel, who have a wider range of options and actions available to them.
35. The student will be provided with a written record and any action plans resulting from meetings held under Level 2 of this procedure, normally within 7 calendar days of the meeting. It should detail that if the student does not agree or engage with the Action Plan their case may be referred to Level 3 of the procedure, for consideration by a Support to Study panel, who have a wider range of options and actions available to them.

Level 2 Action Plan

36. Where it is determined that it is appropriate for a Level 2 Action Plan to be implemented, the Action Plan should seek to address and resolve the specific concerns raised about the student prior to, or during, the open discussions held during the Level 2 meeting. This should be drafted as soon as possible after the meeting and shared with the student.
37. Action plans should document:
- the provision of any appropriate support discussed and agreed during the meeting;
 - any adjustments made by the Academic Unit to support the student in progressing with their studies;
 - identify specific and achievable tasks for the student to undertake, along with a clear timetable for the completion of such tasks;
38. The student will be asked to agree to the Action Plan.

Review meetings

39. Regular review meetings will be scheduled no more than one month apart to ensure that appropriate support is offered to the student and any further changes in circumstances are identified. Attendees at review meetings may be different to those at the initial Level 2 meeting.
40. In addition to reviewing and updating the Action Plan the meetings should also consider whether the student's support needs can be
 - Be returned to universal support under the Academic Advising Framework
 - Be de-escalated to Level 1 of this Procedure
 - Continue to remain with support at Level 2 this Procedure
 - Escalated to Level 3 of this Procedure
41. Support under Level 2 is not expected to be required on an ongoing basis, with intervention over one or two semesters to be typical time period.

Level 3 Support to Study Panel

42. The University recognises that there may be circumstances where allowing a student to continue with their studies may be detrimental to their personal wellbeing or educational progression or to the wellbeing or educational experience of other members of the University community.
43. In such circumstances, the student's capability to study will be determined by an impartial Level 3 Support to Study Panel and, where it is found that they are not currently well enough to study, their studies may be suspended or their registration withdrawn.
44. A Support to Study case may be referred to Level 3 of the Procedure for consideration of Support to Study interventions by a panel hearing where current situation is that at least **one or more** of the following are in place:
 - The concerns raised about the student are deemed too serious to be considered under Level 2 of this procedure;
 - Where it appears that the support needs of a student fall outside the scope of what the University can be reasonably expected to provide, either directly or indirectly.
 - There is evidence that the student's programme of study and/or being in the University environment is having a negative impact on their health or wellbeing;
 - The student's behaviour or health issues are having a significant negative impact on the wellbeing or educational experience of other people;
 - The student's circumstances have changed or there is insufficient improvement in the student's capability to study or function within the University environment following Level 2 formal support.
 - The student has not agreed to or abided by the provisions set out in a Level 2 Action Plan, or has failed to engage with the Level 2 procedure;

45. Level 3 of the Procedure may be initiated by the Academic Unit or the Student Health and Wellbeing Service by writing to the Director of Registry and Education Services (via casework@ncl.ac.uk). Where it is felt to be necessary and appropriate, a Level 3 Support to Study panel hearing will be convened.
46. The Support to Study Panel will consist of two impartial members of the University's Academic Appeals Panel (one of whom will act as the Chair), and a Senior Manager from Student Health and Wellbeing Service.
47. The Chair of the Panel may decide that it is appropriate to invite other parties (such as representatives from the Academic Unit or Accommodation Services) to provide more information in advance or at the hearing.
48. Secretarial support for the panel hearing will be provided by Registry and Education Services.
49. The student will be given reasonable written notice of the date of the hearing and may be asked to provide additional documentation (such as medical evidence) to aid the panel in determining their current fitness to study. The student will also be provided with the following information:
 - The purpose of the hearing;
 - Their right to be accompanied to the hearing by a friend or supporter;
 - Details of the Panel composition and how they may request a review of the panel if they perceive a conflict of interest;
 - Details of participants invited to attend the panel to provide additional information;
 - Their right to request witnesses to be present at the hearing. The student should provide details of the proposed witness(es) and the nature of the information they intend for them to provide. It is for the Chair of the Support to Study panel to determine whether any witnesses may be permitted to attend;
 - A copy of the Procedure.
50. If the student or their supporting person is unable to attend the originally scheduled date of the Panel hearing, they may request that it is rescheduled to a more appropriate time. The student may only request that the hearing is rescheduled once.
51. At least 7 calendar days in advance of the hearing, the student and Panel members will be provided with full copies of the documentation to be considered.
52. If the student wishes to submit any additional documentation for consideration by the Panel, this should be done at least two working days in advance of the scheduled hearing. Documentation received after this deadline will be admitted at the discretion of the Panel chair who may, if appropriate, decide to postpone the hearing until the new evidence can be duly considered.
53. The Support to Study Panel hearing will normally proceed if the student does not attend or engage in the process. The Panel will consider the case even if the student

has not provided the information requested of them, or if a witness or other invited attendee is unable to attend.

Outcomes

54. After reviewing the case, the Support to Study panel will determine whether the student is currently fit to study.
55. Where the panel **determines that the student is fit to study**, they may decide that one or more of the following outcomes is appropriate:
 - No further action is needed;
 - Level 1 support by the nominated person should continue;
 - An existing Level 2 Action Plan should be maintained or revised;
 - The Academic Unit and/or the Student Health and Wellbeing Service should work with the student to develop a new Action Plan under Level 2 of the procedure;
 - The Support to Study Panel should implement a new Action Plan under Level 3 of the procedure and undertake a review of the student's progress at a date agreed at the initial hearing.
 - With the approval of the Chair of the relevant PEC Committee the student should receive adjustments to assessments or be allowed to undertake repeat study;
 - With the approval of the Degree Programme Director or Director of Postgraduate Studies, the student's mode or hours of study should be adjusted (with or without the student's consent);
 - A referral should be made to a more appropriate University procedure, such as the Student Disciplinary Procedure or for consideration in line with University Regulations for Review of Academic Progress;
 - The student should be referred to the Student Health and Wellbeing Service to consider whether a Student Support Plan may be appropriate;
 - Any other measure intended to support the student to successful completion of their programme of studies.
56. Where the panel **determines that the student is not currently fit to study**, they may decide that one or more of the following outcomes is appropriate:
 - With the approval of the Degree Programme Director or Director of Postgraduate Research, an interruption of studies should be agreed (with the student's consent);
 - A temporary suspension should be imposed on the student's studies (with or without the student's consent);
 - The student's registration at the University should be withdrawn.
57. The student will normally be notified in person of the outcome of the Support to Study hearing. This will be followed by confirmation, in writing, within 7 calendar days of the hearing. A full statement of reasons will normally be supplied within 14 calendar days

of the date of the hearing.

58. Relevant colleagues in the student's academic Unit will be copied into the outcome of the hearing.

Appeals

59. The accepted grounds to appeal a Support to Study panel outcome are:
- There is new material evidence available which was not reasonably available at the time the original decision was made;
 - Procedural irregularity during the Level 3 Support to Study process;
 - Bias or prejudice on the part of the Support to Study Panel;
 - The decision reached by the Level 3 Support to Study Panel was perverse in that it was one which no reasonable person could have reached on the available evidence.
60. Appeals should be made within 21 calendar days of receipt of the Statement of Reasons Letter, which provides reasons for the panel's decision, and should be directed to the Academic Registrar, via casework@newcastle.ac.uk.
61. Students should clearly state their grounds for appeal and why they think the grounds have been met, and should provide any new relevant supporting documentation or information.
62. If deemed eligible for review, one of the University's designated Appeal Adjudicators (or a senior member of staff with comparable experience to an Appeal Adjudicator) will be appointed.
63. Where the decision against which a student is appealing involves the partial or full suspension/withdrawal of studies, the student may not be permitted to attend part or all of the University campus, as appropriate, while the appeal is being considered.
64. If the student's appeal is admitted by the Appeal Adjudicator, a Review Support to Study Panel, consisting of newly appointed panel members, may be convened to reconsider the case. In determining the appeal, the Review Support to Study Panel may confirm or change the original decision.
65. If a student is reinstated to the University on appeal against a suspension or withdrawal of studies, the student will be liable to pay appropriate fees, regardless of any temporary loss of tuition and other University facilities.
66. Where an Appeal Adjudicator does not admit an appeal wholly or in part, or the Review Support to Study panel confirms the original decision, there can be no further appeal within the University and the student will be provided with a Completion of Procedures Letter.
67. Provision for independent external review is made through the Office for the Independent Adjudicator for Higher Education (www.oiahe.org.uk/).

Return to study following interruption or suspension

68. Where any period of suspension or interruption of studies is imposed or agreed, students will normally only be permitted to return to their programme of study at the end of this period after providing suitable medical evidence or other documentation declaring that they are fit to return to study.
69. Where such documentation is not available following a voluntary interruption, and at the discretion of the University, a Level 3 Support to Study Hearing may be arranged to further consider the student's circumstances.
70. Prior to returning from an interruption/suspension of studies, the student will normally be expected to attend a Level 2 Support to Study meeting, organised by their Academic Unit, and in conjunction with the Student Health and Wellbeing Service. Where appropriate, an Action Plan can be agreed to ensure that appropriate support is offered to the student and any further changes in circumstances are identified.

Exceptional withdrawal

71. Where a student has been subject to suspension under temporary precautionary measures for three or more months but remains unable to engage with the Level 3 Support to Study process due to hospitalisation or substantial vulnerability and there is no reasonable prospect of them being able to engage with the process in the near to medium term a Risk Assessment Panel may refer a case to the Academic Registrar for exceptional withdrawal. This decision is appealable under the Support to Study appeal procedure.
72. If a student's health improves and they wish to return they may apply to the Academic Registrar (via casework@newcastle.ac.uk) for re-instatement.

Key principles in operating the procedure

Placement or Year Abroad students

73. If concerns regarding a student's capability or engagement arises while the student is on placement, including the year abroad, the University may discuss and consider alternative arrangements with the placement provider.
74. If it is not possible for alternative arrangements to be made, the student's placement may be withdrawn and/or deferred, or other appropriate adjustments may be considered.

Data sharing and confidentiality

75. Through the implementation of the Procedure, the University recognises that it will receive sensitive personal data. The University will process and share such data with relevant University employees for the legitimate business purposes of undertaking a thorough investigation, in line with the General Data Protection Regulations (GDPR) and Student Privacy Notice.

76. Where appropriate, the University may use personal data held by the University in order to consider the suitable support or application of this procedure. Examples of data include:
- Medical letters or other information submitted with a PEC application;
 - A disability diagnosis;
 - Student Support Plans.
77. The University may access the above information without the explicit consent of the relevant student where a legitimate concern has been raised and the University is required to assess if there is any risk to the student or to others.
78. Students should avoid disclosing unnecessary personal information during the course of the Support to Study procedure or any resultant appeals, unless they feel it is relevant to the issues raised.
79. Relevant colleagues will be informed, in confidence, of the outcome of any Level 3 Support to Study hearing. Senior colleagues may also receive a copy of the outcome, in confidence, so that the University may learn from issues identified as part of the Support to Study case.

Reasonable adjustments

80. In the implementation of this policy, the University will remain mindful of its duty of care and obligations to students under the Equality Act 2010 including by ensuring that, where appropriate, reasonable adjustments are made.
81. Reasonable adjustments may be made by Academic Units to the normal academic provision of a programme of study in advance of initiating the Support to Study Policy and Procedure. Such adjustments should be identified as a result of an assessment by the Student Health and Wellbeing Team based on a disclosed/suspected disability or health condition, and should be detailed within a shared Student Support Plan (SSP).
82. Appropriate adjustments will be put in place, at the request of the student, to allow them to be able to take part in meetings held under any level of this procedure.

Right to refund of fees

83. A student suspended or withdrawn from the University as a result of Support to Study proceedings will have no right to a refund of fees for any period of study prior to their suspension or withdrawal.

Conflicts of interest

84. Where the Student Health and Wellbeing Service has offered a student support during the administration of this procedure, an alternative member of the Student Health and Wellbeing Service may be asked to provide general advice to a Level 3 Support to Study Panel about any specific health condition or disability the student may have.

Care will be taken to avoid any potential conflict of interest that may arise.

85. Although University employees, including those from the student's Academic Unit, may have had previous involvement with the student prior to the Support to Study process, this will not preclude their involvement in the Support to Study Procedure. Care will be taken to avoid any potential conflict of interest that may arise.

Relation to other procedures

86. Sometimes the University will refer the consideration of a student's case out of one procedure and into another to ensure an appropriate response to the facts of the case. However, the University will not normally allow parallel procedures about the same substantive matter (for example, the University will not normally consider a case under the Support to Study Procedure and the Student Disciplinary Procedure/in line with University Regulations on Review of Academic Progress at the same time).
87. Where successful completion of a programme of study would normally lead to professional registration, the University's Fitness to Practise procedure may be applied following conclusion of the Support to Study Level 3 hearing.

Supporting documentation

88. If concerns are raised about a student's capability to study or behaviour within the University environment, the student is encouraged to cooperate with any reasonable request to provide medical or other supporting documentation.
89. It is for the University to determine the weight to be given to any information presented, in conjunction with the requirements of the programme of study and consideration of the overall documentation in the case.
90. Normally it is expected that no cost will be incurred in providing additional supporting documentation; however, if costs are incurred, these will normally be expected to be covered by the student.
91. If the University requests that the student completes an independent assessment to supplement information already provided by the student, for example, an Occupational Health assessment, this will be arranged and paid for by the University and the University may request that specific questions are addressed as part of the assessment.
92. If the student does not provide additional supporting documentation as requested, the University may still reach a decision on the case based on the available information.
93. If the student provides documentation which is reported to be falsified the matter may be investigated in accordance with the [Student Conduct Disciplinary Procedure](#).

Document control	
Policy Owner:	Registry and Education Services
Contact email:	casework@ncl.ac.uk
Approval body:	University Education Committee,
Date of approval of this version:	01/07/2026
Version number:	1.0
Equality Impact Assessment completion Date:	19/06/2026
Date of next review:	01/08/2027

Appendix 1: Glossary of Terms and Roles

An **Academic Appeals Panel** is a panel of Academic and/or Professional Services University employees appointed by the University Education Committee to investigate matters related to student academic progress and/or student welfare.

The **Academic Registrar**, or nominee, is the senior University employee with overall responsibility for the Support to Study Procedure.

An **Academic Unit** is the School or Institute the student's programme of study belongs to. For example, the Academic Unit for Mechanical Engineering is the School of Engineering; the Academic Unit for Fine Art is the School of Arts and Cultures.

An **Action Plan** is a formal document created collaboratively between the student and their Academic Unit. It outlines specific actions that the student will need to take and support that may be put in place in order for them to continue their studies or remain within the University environment.

An **Appeal Adjudicator** is a Dean or other member of the Academic Appeals Panel with no prior involvement in or close connection to the case and appointed by the Director of Registry and Education Services to consider formal appeals against Support to Study decisions or form a Level 3 Support to Study panel.

An **Authorised Person** is a person with relevant experience and expertise nominated by the Head of School within the Academic Unit to coordinate and manage formal support under the Procedure. The Authorised Person **may be**, for example, Academic Adviser, Supervisor, Degree Programme Director, or Director of Postgraduate Research.

Capability to Study means the student is able to engage with their programme of study, progress through to completion and remain within a University environment. It does not just include whether a student is maintaining good academic standards; sometimes a student may be performing well academically, but their course or the University environment may be having a negative effect on their health; or their health conditions or behaviours may be putting others at risk. All of these factors are considered when assessing a student's capability to study.

Degree Programme Directors are the academic colleagues responsible for overseeing specific degree programme. They are responsible for considering requests for adjustments made by students, such as adjustments to the mode or pattern of study, or interruptions of study.

The **Director of Registry and Education Services** is responsible for considering referrals to Level 3 of the procedure, holding case conferences, and where appropriate, initiating Level 3 Support to Study hearings, including the appointment of panel members.

Registry and Education Services is the service appointed by the Academic Registrar to

act on the Academic Registrar's behalf to consider cases reported by the Academic Unit or Student Health & Wellbeing, where Level 2 of the procedure is not sufficient to enable the student to successfully engage with their programme of study and to administer Support to Study hearings.

Students are responsible for reading and adhering to the [Student Charter](#), which sets out the University's expectations of students along with the [Behavioural Code of Conduct](#). Students are expected to cooperate with the Support to Study Procedure, including by agreeing to abide by Support to Study Action Plans.

The **Student Health and Wellbeing Service** is responsible for providing wellbeing support to students and for working with disabled students to create Student Support Plans. The Student Health and Wellbeing Service can initiate Level 2 formal support under this procedure and can also request Level 3 Support to Study Panel Considerations.

A **Student Support Plan (SSP)** is a formal document created in conjunction with the Student Health and Wellbeing Service. SSPs outline the reasonable adjustments the University will make to support a disabled student.