

- o Multiple/serial Exceptional Circumstances claims or requests for suspension of studies.
15. Concerns should be acted upon as quickly as possible in order to provide appropriate support and avoid crisis situations. In crisis or emergency situations staff should consult the University's [Referral Flowchart](#).

Stage 1 – School Review

16. When a cause for concern has been raised by the student or others, the normal expectation is that the following will take place at School level.
- The student should be encouraged to speak to their Academic Tutor or any other appropriate member of staff in their academic department about their circumstances or conduct. The student may be unaware that there is an issue, and the details of the concerns should be made clear.
 - Options should be discussed in relation to the needs of the student and any support that the University can provide. Where appropriate, reasonable adjustments that can be put in place should be considered in accordance with the Equality Act 2010.
 - Where the student is engaged in an apprenticeship programme, consideration should be given to consultation with the employer, in accordance with the Service Agreement, Learner Commitment Statement and Operational Handbook.
 - The student should be encouraged to consult any relevant support services, in particular Counselling and Wellbeing, the Disability Advisory Service, the University Study Advisers and the RUSU Student Advisers. The student may also be encouraged to consult a medical practitioner.
 - A written record of the discussion and any agreed actions should be drawn up and shared with the student and a review date set. This should reinforce the student's responsibility to take positive action to resolve the concerns raised. A copy of the written record should be placed on the student's file.
 - The student and member of staff involved should meet on the agreed date to review the situation. The majority of issues would normally be resolved at this stage.
17. If, following these initial actions at School level, there are continuing concerns, the student will be invited to attend a meeting with the School Director of Teaching and Learning or School Director of Academic Tutoring to discuss these concerns and possible solutions.

normally be referred to the appropriate Teaching and Learning Dean at Stage 2. A copy

health conditions which make the meetings inappropriate to carry out. In such cases, the Teaching and Learning Dean will make a decision whether to refer the case to the Standing Committee on Academic Engagement and Fitness to Study. In reaching the decision, the Teaching and Learning Dean will consider all relevant information that is reasonably available to the University. The student will be informed in writing of the decision and receive a copy of the minutes of the meeting. A Case Review report will be written

32. The Committee will be provided with a copy of the Case Review report. The Secretary will take minutes from the hearing, keep a record of the proceedings and of evidence given to the Committee. The Committee's meetings shall be held in private.

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