

## Student Intervention Protocol

Approval by:

Students at Risk Working Group	2007-08
Education Committee	2007-08
Academic Council	2007-08
Supporting Student Attainment Sub Group	2008-09
Student Care Forum (v2.2)	2009-10
Student Care Forum (v2.3)	2011-12
Student Care Team (v2.4)	2012-13
Student Care Team (v2.5)	2013-14
Education Committee (v3.0)	2014-15
Student Multidisciplinary Team (v3.1)	2016-17

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including:

- (i) Speaking to Police, including missing students
- (ii) Student Hospitalisation
- (iii) Student Death

#### Key Contact details:

Security	x5099
Student Welfare	x2893
Elms Village	x4525
International Student Support	x3899
Counselling appointment	0808 800 0016
Disability Services	x5251
Occupational Health	x5520
Advice SU	x1049 or x1135 or x1166
QSI helpdesk (student emergency information)	x2884
24 hour telephone counselling (freephone)	0808 800 0016
Lifeline 24 hour support	0808 808 8000
Samaritans	116 123

## 1. Introduction

The Student Care Protocol is part of the University's commitment to support student attainment. The protocol was brought forward by the Students at Risk Review Group in 2007 and is subject to on-going review by Student Wellbeing Services to ensure it robustly meets recommended standards for Student Mental Wellbeing. Student Wellbeing Services acts as a central co-ordinating point between Schools and Services, operating a University-wide Protocol that:

- (a) Enables early identification of students potentially needing additional support to maximise their academic attainment while at Queen's
- (b) Sets out a clear process for responding to concerns raised about students within Schools or service areas, and
- (c) Establishes the steps taken when a student is identified as being at risk of harm to self or others.

The Protocol is intended to sit alongside School procedures for addressing student academic progression and student well-being, ensuring appropriate communication and intervention within the School, and identifying key points of contact and ways to co-ordinate support within the wider University, particularly with professional support areas.

## 2. Principles of the Protocol

The following principles underpin the development and implementation of Queen's Student Intervention Protocol:

- Actions will be undertaken with the student's knowledge and consent, and where practicable, the student's involvement.
- As adult learners, students should be supported in making decisions about their welfare. The University will only act on their behalf when it is clear that the student is not capable of making a rational decision for themselves, and if there is a risk perceived to the student and/or others. The University is also only able to contact next of kin in situations where risk is identified. Such circumstances would be discussed with the University Medical Officer and Director of Academic and Student Affairs before any action is taken.
- Responses to academic progress concerns will be led by Schools and their established procedures. Where the School is not already aware, students will be advised to discuss these matters with their School to ensure that they are taken into consideration in progression decisions.
- All staff working with students will apply appropriate confidentiality, as outlined in section 3.
- Every situation and student is individual, and therefore there is no one solution to a concern or crisis. The Protocol attempts to ensure appropriate staff involvement and flexibility to respond to circumstances.
- The Protocol may be overtaken by the University's Serious Incident Protocols, though it is intended that the processes are able to sit within the wider University response as much as possible.

### 3. Confidentiality Statement

#### 3.1 All members of staff

All staff must comply with the Data Protection Act 1998 and the University's Data Protection Policy. This includes the handling of sensitive personal data, which includes information on:

- medical conditions and disabilities
- racial or ethnic origin,
- political opinions, religious or similar beliefs,
- trade union membership,
- physical or mental health,
- sexual life,
- the (alleged) commission of any offence, subsequent proceedings or sentence
- the information has been given in circumstances where the confidant must reasonably have understood that what was said was confidential.

Disclosure of sensitive personal data without consent is permitted only where:

- The person receiving the information considers that the student is a danger to them self or others;
- Anyone under the age of 18 appears to be at risk of abuse;
- The University is called upon in legal circumstances to give information.

A member of staff must make every reasonable effort to gain the student's permission to discuss their concerns with another member of staff, indicating that they are worried about the student and would like to seek advice. Members of staff should not promise a student confidentiality, and be clear about who they will be sharing information with, and what they will be sharing.

Staff may discuss student situations with members of staff in support areas to determine the best way forward. This can be done without using the student's name or personal details if consent has not been obtained from the student.

Before a student's situation is discussed at the Student Multidisciplinary Team meeting, a Consent to Share Information form should be completed with the student (see form in Appendix D) and sent to the Head of Disability and Wellbeing.

There are particular confidentiality issues relating to students attending the Counselling Service or registered with Disability Services, which are established through professional requirements and law. In most instances, staff in these areas will not be able to confirm whether a student is using the service if the student has not disclosed this themselves. The Head of Disability and Wellbeing has oversight of these two areas, and can take decisions informed by her knowledge of services accessed, working closely with relevant staff.

#### 3.2 Members of the Student Multidisciplinary Team Meeting

The Student Multidisciplinary Team (SMDT) comprises of staff from University support services who meet fortnightly during term time to consider issues students are encountering. With a student's consent, this may include discussing personal or sensitive information about their circumstances, with a view to offering appropriate support in a co-ordinated way.

Members of the Student Multidisciplinary Team may be party to confidential information relating to the student, and are expected to maintain confidentiality. This includes not

disclosing information discussed at the Student Multidisciplinary Team meetings to other members of staff, friends and relatives of the student.

Records relating to Student Multidisciplinary Team meetings are held within Student Affairs, accessible by the Head of Disability and Wellbeing, Head of International Student Support, Head of Student Affairs and the Student Wellbeing Manager.

Case files are kept by individual support areas for their element of support provided to students, in line with their own departmental data protection policies.

#### 4. Identifying Concerns

The table below sets out the potential indicators and interfaces where a concern about student progress or well-being may be identified. Actions and processes are in place to handle each of these elements individually (e.g. visa difficulties, breach of conduct regulations), though these processes may not take into account implications for a student's academic performance or personal well-being.

##### Indicators and Interfaces

	Potential Indicator	Interface
<b>Red</b>	<p><b>One/several of:</b>                      Self-harm actions                      Violent threat to others                      Anti-social behaviour (repeated)                      Criminal Conviction (not previously dealt with)                      Missing (out of contact with friends / family)  <b>AND</b>                      Student thought to be at immediate risk of harm to self or others.</p>	<p>(list is indicative, not exhaustive)                      Schools                      Accommodation Services                      Students' Union                      Counselling Service                      Disability Services                      International Student Support                      Chaplains                      Community Liaison Officer                      Occupational Health                      Chaplaincies                      External person (parent, friend)                      University Committee</p>
<b>Amber</b>	<p><b>A combination of factors including:</b>                      Poor attendance at scheduled classes                      Absence from formal exams                      Poor performance in assessments / exams                      Recurrent sickness                      Breach of Conduct Regulations                      Recurrent Accident Reports                      Non-payment of Tuition fees                      Visa difficulties                      Absence from Halls of Residence or private accommodation</p>	<p>(list is indicative, not exhaustive)                      Schools                      Student Services &amp; Systems                      Community Liaison Officer                      Accommodation Services                      Student Finance                      Disability Services                      International Student Support                      Occupational Health                      External person (parent, friend)                      Placement Provider                      Chaplaincies                      University Committee</p>
<b>Green</b>	<p>Engaging with University or external support services                      Improved attendance or academic performance</p>	

The use of the indicators allows the University to proactively identify students who may be facing difficulties which may be impacting on their studies or general well being, and make them aware of support available to them. This is especially true when a number of indicators are triangulated, recognising that the presence of any one indicator may not equate to a student at risk.

A combination of a number of indicators may cause concern on the part of a member of staff and lead to contact with a member of key support areas, monitoring following the Protocol set out below, or referral to the University's Fitness to Study policy. Staff can contact the Head of Disability and Wellbeing or Student Wellbeing Manager to discuss an appropriate course of action, and to determine whether the student should be considered under Fitness to Study processes.

## 5. Acting on Concerns

A table and flow chart of the process for taking forward concerns about student well-being (Student Intervention Protocol) are set out at the end of this document. This process tries to recognise that every situation will be unique, and that responses must take into account the individual situation faced by the student and/or those who have raised concern about the student's well being.

These processes are intended to operate as an extension of School procedures and processes for monitoring academic performance and progression, providing School staff with a clear mechanism for communicating their concerns to support areas.

Many support services will monitor and manage certain levels of concern before escalating through the Student Intervention Protocol. These services include Accommodation Services, Counselling Service, Disability Services, International Student Support, Occupational Health and the Advice SU. It is important that staff in these areas are aware of the boundaries and limitations around their roles, and seek support and guidance from other staff in similar roles.

The co-ordinating group, the Student Multi-Disciplinary Team (SMDT), provides a way to appropriately communicate between support areas for complex student situations.

The processes and monitoring established by the Student Intervention Protocol are intended to ensure that while Schools or support services may be supporting a student to manage a particular incident or situation, the University (through the Student Multidisciplinary Team) has an overview of a range of difficulties a student may be facing, and can facilitate appropriate actions being taken, in particular relating to risks or concerns of harm and Fitness to Study.

### Process for Acting on Concerns

This process is followed as a matter of course after a student incident raising serious concern relating to their wellbeing, or the wellbeing of others, to the University. This includes but is not limited to 'red' indicators: suicide attempts, self-harming resulting in emergency response, serious accidents or crimes. This may be applicable for instances where a student has not responded to or engaged with the University, and there are grounds for concern about a risk to the wellbeing of a student or others.

1. Make the student aware of support available to them, and to invite the student to a supportive discussion. This may happen by letter, email or telephone, depending on the nature of the concern. Any conversations by telephone or in person should be followed

up with a brief email outlining what was discussed / agreed (Appendix A for example template), and where appropriate, a 'record of contact' on a student file note.

Meeting with a student:

Where concerns are identified about a student's wellbeing, the student will be invited to meet with a member of staff; this is a supportive meeting. Parents will be allowed in particularly complex situations, and only at the student's request. The member of staff meeting with the student can use their discretion in determining whether a parent is allowed into the discussion. Only in very rare situations, and with written consent from the student, will a conversation be held with a parent or 3<sup>rd</sup> party when the student is not present. Contact will not be made with next of kin or 3<sup>rd</sup> parties without discussing the situation with the Director of Academic and Student Affairs, and Senior Medical Officer (if appropriate). It may be conducted by one or more members of support areas to ensure appropriate expertise and continuity of support.

The purpose of the discussion, which should be communicated to the student in advance if possible, is to discuss what happened, ensure that the student is aware of support available within the University and externally, determine any relevant options academically, and where a student is reluctant to engage with appropriate support or is facing a range of issues that may not be easily linked to one specific service, consult with the Student Welfare team.

If a member of staff does not feel that the concern has been adequately addressed after speaking to the student, or feels that there is a risk of harm to the student or others, they may undertake a referral to the University's Senior Medical Officer, or request the student's consent to share information with a member of the University's Student Multidisciplinary Team (form in Appendix D).

A School may wish to have a member of the Student Welfare team in attendance for the discussion. The student should be made aware of who will be attending and their role (i.e. not to provide representation, just advise on welfare processes and signpost to support available).

Following a serious incident (e.g. requiring hospitalisation) this discussion needs to include what the student wishes the University to do should a similar event happen in future. This will include speaking to emergency contacts (e.g. parents, GP) and ensuring that these are updated on Qsis, and to ensure the student understands the limitations of support provided by the University, signposting externally as appropriate. The student will be encouraged to make an appropriate member of staff in their School aware of any difficulties.

A record of the meeting, which may be in the form of an email, should be sent by the member of staff to the student following the meeting.

2. The School / support area initially made aware of the concern and making the initial contact with the student should contact the Head of Disability and Wellbeing, or other

appropriate member of the Student Welfare Team, to discuss the situation. If the student has not signed consent for sharing of information, this can be done anonymously – unless there is judged to be a risk to the wellbeing of a student or others.

3. A student's case may be discussed, with consent or anonymously, at the Student Multidisciplinary Team meeting. The Student Multidisciplinary Team, in consultation with other support areas and School as appropriate, establish appropriate steps that can be undertaken by the University, or further discussions that need to be held with the student.

Options for actions are set out in Section 7 of the Student Intervention Protocol. If a member of staff has a concern about a student, he/she will in the first instance discuss with the Head of Disability and Wellbeing, or other appropriate member of the Student Welfare teams or Student Multidisciplinary Team (see section 8).

Students not engaging with requests to meet or not willing to meet:

If there is not deemed to be an immediate risk of harm to the student, the student is not compelled to consent to share information, or meet with a member of the Student Multidisciplinary Team. It is preferable for them to formally decline the offer of a meeting / referral, either by the form in Appendix D, or in writing (e.g. via email). The student should be made aware of support available through the University and GP.

If a student is not engaging with requests for a meeting with a member of staff, that person will consult with a member of the Student Multidisciplinary Team to determine an appropriate course of action given the information known. Depending on the level of concern and the level of previous attempts to contact the student, this may include:

- Contacting a range of support areas to determine their last point of contact with the student. In addition to members of the Student Multidisciplinary Team, this may include the School, Chaplaincies, Learning Development Service.
- Should the concern arising from lack of engagement relate to a previous risk of harm, or arise from a serious incident, further measures may include and should be discussed with the Director of Academic and Student Affairs, and where appropriate with the Senior Medical Officer and Head of Student Affairs:
  - Contacting the student's GP to make them aware of concerns
  - Contacting the student's 'emergency contacts' on Qsis or other next of kin
  - Liaising with Assistant Director (IT Systems and Services) to determine last point of student logging on to the University network.
  - Liaising with Estates Systems to determine last point of student using their card to access a building.

## **6. Monitoring Concerns**

A table is provided in Section 7 outlining Student Intervention Protocol steps and potential options for immediate action and ongoing monitoring.

### Keeping and Managing Records

Any member of staff in a support area with whom a student makes contact is also responsible for maintaining case files and appropriate disposal of records relating to a student, in line with their Service's data protection and records management procedures.

All members of staff who have discussions with students at which concerns are raised about the student's wellbeing are encouraged to keep a note of the meeting, outlining key actions taken or options outlined to the student. Wherever possible, agreed actions should be communicated to the student. Please note that any note relating to a specific person is required to be made available as part of a Data Protection request or potentially required as part of formal proceedings.

The most important elements of notes following meetings with a student are:

- They are signed by or emailed to the student, to represent an agreed set of actions / notes;
- That students are aware that you will be keeping in touch with them to check how they are getting on, with an agreed future point of contact;
- That information about a student is deleted when it is no longer needed, in line with each department's data protection policy.

A student's details and correspondence relating to the Student Multidisciplinary Team should be deleted upon graduation or permanent withdrawal from the University. Schools and Service areas should follow their department's data protection policy with respect to student information.

### Student Consent to Share Information

The Student Multidisciplinary Team will meet fortnightly during term time to discuss student cases being managed by members of the team. Members of the group will be given the opportunity to bring anonymous cases to the group for peer discussion. If, based on the information presented, it is agreed the student's permission should be sought to allow the group to monitor the case, this will be actioned by the member of staff bringing the case to the group (see Student Email Template, **Appendix A** and Student Consent to Share Information form, **Appendix D**).

If seeking the student's permission to discuss the student's situation with the Student Multidisciplinary Team, a consent form is included in **Appendix D**. This statement also ensures the student is aware of implications of not giving consent.

When consent is given, the person who has been the initial point of contact for the student will provide the Head of Disability and Wellbeing with relevant background information, actions and points of contact to date. This information should be outlined in the Additional Information form which should be attached to the Student Consent to Share Information form. This will be monitored by the Student Multidisciplinary Team, in consultation with the student and relevant staff.

If permission is withheld, it will be explained to the student that this may limit the University's ability to support them, particularly if the student chooses not to engage with the other support services to which they are signposted.

Should a student withhold their permission but it is felt by the Student Multidisciplinary Team, including the University Medical Officer, that there remains a significant risk to the student or

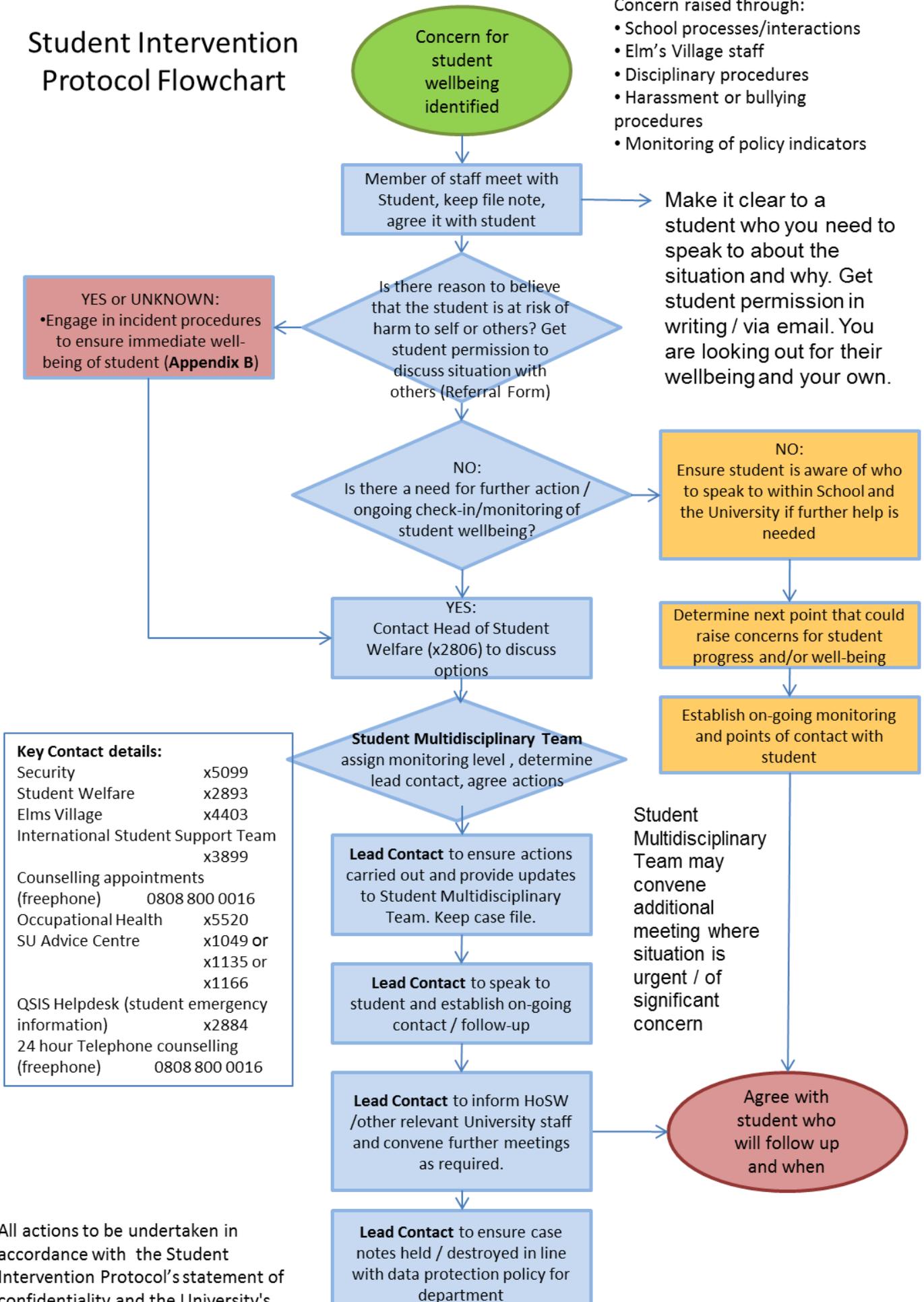
others, they will be managed under the Protocol without their consent until the risk has been managed to acceptable levels.

## 7. Outline of Student Intervention Protocol steps

	Reporting Process	Possible Interventions	Monitoring	Support Available
<b>Red</b>	<p>Concern Identified</p> <ul style="list-style-type: none"> <li>Is there an immediate risk to the student or others? Occupational Health or Counselling Service can help determine this.</li> <li>Keep a file note of discussion with student, or noting how concern was raised, agreed actions.</li> <li>If possible, get student's consent to share information</li> <li>Head of Disability and Wellbeing informed, particularly indicating behaviours which have led to concern.</li> </ul>	<p>Telephone / email / face-to-face contact to ensure immediate well-being of student.</p> <p>Meet with student to discuss (refer to Occupational Health if concerns about Fitness to Study)</p> <p>Engage in incident procedures (Appendix B)</p> <p>Case meeting (extension of Student Multidisciplinary Team meeting) with relevant staff (if applicable)</p> <p>Make student aware of support services (internal or external)</p>	<p>Determine appropriate follow-up (1 day, 1 week, 1 month and 6 month follow-up) in consultation with the student and if relevant, Student Multidisciplinary Team</p> <p>Regular reports to Student Multidisciplinary Team until coded green.</p>	<p><u>For immediate risk:</u> Student's GP/Out of Hours Service Emergency Services Counselling Service Lifeline</p> <p><b><i>If appropriate refer to Occupational Health re: Fitness to Study (once immediate risk is resolved)</i></b></p> <p>Student is likely to need ongoing support from appropriate external organisation, such as NHS, relevant statutory or voluntary organisations</p>
<b>Amber</b>	<p>Concern Identified</p> <ul style="list-style-type: none"> <li>School may follow academic progress procedures</li> <li>Contact Head of Disability and Wellbeing to advise of relevant support services</li> <li>If risk not clear, seek student's consent to share information with Student Multidisciplinary Team</li> </ul>	<p>Meet with student to discuss</p> <p>Letter contact by School or Head of Disability and Wellbeing</p> <p>Telephone or email contact from person who knows student</p> <p>Make student aware of support services</p>	<p>Determine 1 week, 1 month and 6 month follow-up.</p> <p>Regular reports to Student Multidisciplinary Team until coded green.</p>	<p>Learning Development Service Counselling &amp; Wellbeing Service Disability Services Occupational Health International Student Support Postgraduate Centre School (academic issues) Students' Union Sabbatical Officers SU Advice Centre</p>
<b>Green</b>	<p>Student engaged with support, with no further concerns raised.</p>	<p>Occasional check-in to see how student is going.</p>	<p>At key points in academic year.</p>	<p>As above</p>

# Student Intervention Protocol Flowchart

- Concern raised through:
- School processes/interactions
  - Elm's Village staff
  - Disciplinary procedures
  - Harassment or bullying procedures
  - Monitoring of policy indicators



All actions to be undertaken in accordance with the Student Intervention Protocol's statement of confidentiality and the University's data protection policy.

## 8. Student Multidisciplinary Team

### Role:

- Meets every 2 weeks during term time to discuss situations, assign monitoring level, support staff involved, agree actions and ongoing monitoring
- Look at Student Risk indicators to try to proactively identify where interventions may be helpful
- Provide peer review function on anonymous cases

### Principles:

- Members are bound by confidentiality
- Discussions to protect identity of students as far as possible.
- Students should be aware of the University's concern for their well-being and that their information is being shared with the Student Multidisciplinary Team, by signing the consent to share information (Appendix D).
- Students will only be included in discussions without their consent if there is reasonable concern about the risk their situation poses to themselves or others. Students will be made aware of the benefits of information being shared with Multidisciplinary Team members, and limits of University support.

### Membership:

- Student Wellbeing Manager or delegate (Chair)
- Representative from Accommodation & Services
- Community Liaison Officer
- Representative from Disability Services
- University Occupational Health Physician and Senior Medical Officer
- A representative from the Advice SU
- Representative from International Student Support
- Representative from Academic Affairs

Other members of staff may be invited to attend as appropriate. Records to be maintained by a member of staff within Student Affairs.

### **Responsibilities of Team Members:**

Members of the Student Multidisciplinary Team will support students in line with the responsibilities of their substantive role, ensuring that appropriate boundaries are maintained. In being a part of the Multidisciplinary Team, all members are indicating their agreement to abide by the confidentiality set out in this document, and undertake the following responsibilities. This includes:

- Ensuring that the student has consented in writing to their information being shared with appropriate members of staff;
- Making the student aware of support available to them, and monitoring at intervals as agreed by the Student Multidisciplinary Team;
- Retaining notes of meetings with the student, storing and discarding in line with the protocols / practices of their own service and the University's Data Protection Policy;
- Reporting ongoing monitoring to the Student Multidisciplinary Team.

Some of the ongoing monitoring and contacts may be made by an appropriate member of support staff (e.g. Disability Officer, Advice SU Officer) who is not a member of the Student Multidisciplinary Team. This should be outlined on the Student Consent to Share Information form (i.e. who their information will be shared with), and the representative on the Student Multidisciplinary Team from that area may then report to the Team on their behalf, and share relevant actions.

## APPENDIX A

### Student Email Template

**Subject:** supportive email

*Student Name*

Thank you for coming to see me yesterday. I am writing to follow-up to our conversation and ensure you are aware of support available to you.

#### ***Guidance on Information to include***

- ***Identify reason you are concerned; e.g. academic performance, attendance, information you disclosed to me, specify concerning behaviours.***
- ***Identify any actions / steps agreed that either yourself or the student would take in your discussion;***
- ***e.g. “As we agreed, I will check your academic options with your Adviser of Studies. You indicated that you would contact the Counselling Service and arrange an appointment, and speak to your Disability Officer about your ongoing support needs. I also recommended that you make an appointment with the Learning Development Service to talk about exam preparation.”***
- ***If you would like to seek further advice from colleagues / staff in support services, request student’s permission to discuss – you will have to indicate with whom you would be sharing information and why. It is acceptable to indicate that, while you wish to be as supportive as you can be, you are not comfortable handling this confidentially, and believe that you would both benefit from support.***
- ***Include information about how to contact / access support through the University – even if you mentioned the service in your previous discussion. Example paragraphs are set out below.***

Please be aware that the University offers free and confidential counselling support, where you could go for support, advice and guidance relating to any personal situations or decisions you are making. You can make an appointment to speak to a counsellor by email ([qubstudents@carecallwellbeing.com](mailto:qubstudents@carecallwellbeing.com)) or telephone (0808 800 0016, free from mobile or landline). If you feel you need to speak to someone urgently, 24 hour telephone counselling is available by calling 0808 800 0016.

The Students’ Union offers impartial advice relating to finance, money management and accommodation, as well as academic processes, such as student progress, appeals and complaints. You can speak to a member of staff in the Advice Centre, or one of the Sabbatical Officers (information at <http://www.qubsu.org/AdviceSU/>)

The Learning Development Service ([www.qub.ac.uk/sgc/learning](http://www.qub.ac.uk/sgc/learning)) provides one-to-one support and workshops to develop academic skills, such as time and stress management, essay writing and exam preparation. You can make an appointment to speak to a Tutor by calling 028 9097 2727 or emailing [lds@qub.ac.uk](mailto:lds@qub.ac.uk).

## APPENDIX A

Disability Services can provide support for students with a range of disabilities, including specific learning difficulties and mental health difficulties (<http://www.qub.ac.uk/directorates/sgc/disability/>). A Disability Officer can meet with students with disabilities to arrange a support package based on assessed needs, to provide support in the academic environment.

More information on support, contact details and resources is available at [www.qub.ac.uk/sgc](http://www.qub.ac.uk/sgc).

I would encourage you to let your Adviser of Studies know at an early stage about any difficulties that may have an impact on your studies, and to be familiar with the University's exceptional circumstances process:

<http://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/StudentGuidance/ExceptionalCircumstances-AStudentGuide/>

## APPENDIX B

### Student Incident Procedure and Practical Guidelines for Staff (including referrals guidance)

The information on this page has been adapted from the University's Protocols in the event of serious incidents (Protocol 3: Serious Incident Involving a Student, <http://www.qub.ac.uk/directorates/AcademicStudentAffairs/Publications/DASAPoliciesandProcedureManual/UniversityProtocolsSeriousandMajorIncidents/>). For the most up-to-date version of the procedures, please contact the Estates department.

#### General Protocol:

- To report a serious incident, involving a student, a member of staff, and/or University property, the University emergency number, **internal extension 2222**, or **external 028 9097 2222** should be contacted.
- The coordination of the initial response to the incident will be the responsibility of University Security who will telephone the Emergency Services.
- Further liaison with the Emergency Services, including the Police Service for Northern Ireland (PSNI), will normally be through University Security.
- Where appropriate, informing next-of-kin will be the responsibility of the PSNI.

Throughout the process of dealing with the actions outlined in these Protocols, Directors and Heads should ensure that an appropriate audit trail is maintained, and the rationale for decision-making recorded.

#### Serious Incident Involving a Student:

This Protocol deals with serious incidents involving students. Anticipated scenarios may include:

- i. Student being injured, or taken seriously ill, on University property
- ii. Student being injured, or taken seriously ill, somewhere other than on University property
- iii. Student being arrested on University property
- iv. Student being arrested, somewhere other than on University property
- v. Student reported as missing

Where the student has been injured, taken seriously ill, or arrested, on University property, as in scenarios i or iii, Security Control will likely be the first point of contact. Security will communicate the information to the Director of Estates, who will inform the Registrar, the Director of Academic and Student Affairs, and the Director of Student Plus. Security will have contacted the Emergency Services, and the PSNI will lead any investigation.

If, as in scenarios ii, iv, or v, the student has been injured, taken seriously ill, or arrested somewhere other than on University property, or, as in scenario v, reported as missing, the news may come to the University from a variety of sources. Whatever the origin, the University recipient should immediately contact the Director of Academic and Student Affairs (telephone 028 9097 5003) who will follow the relevant actions as outlined in the Serious Incident Protocol.

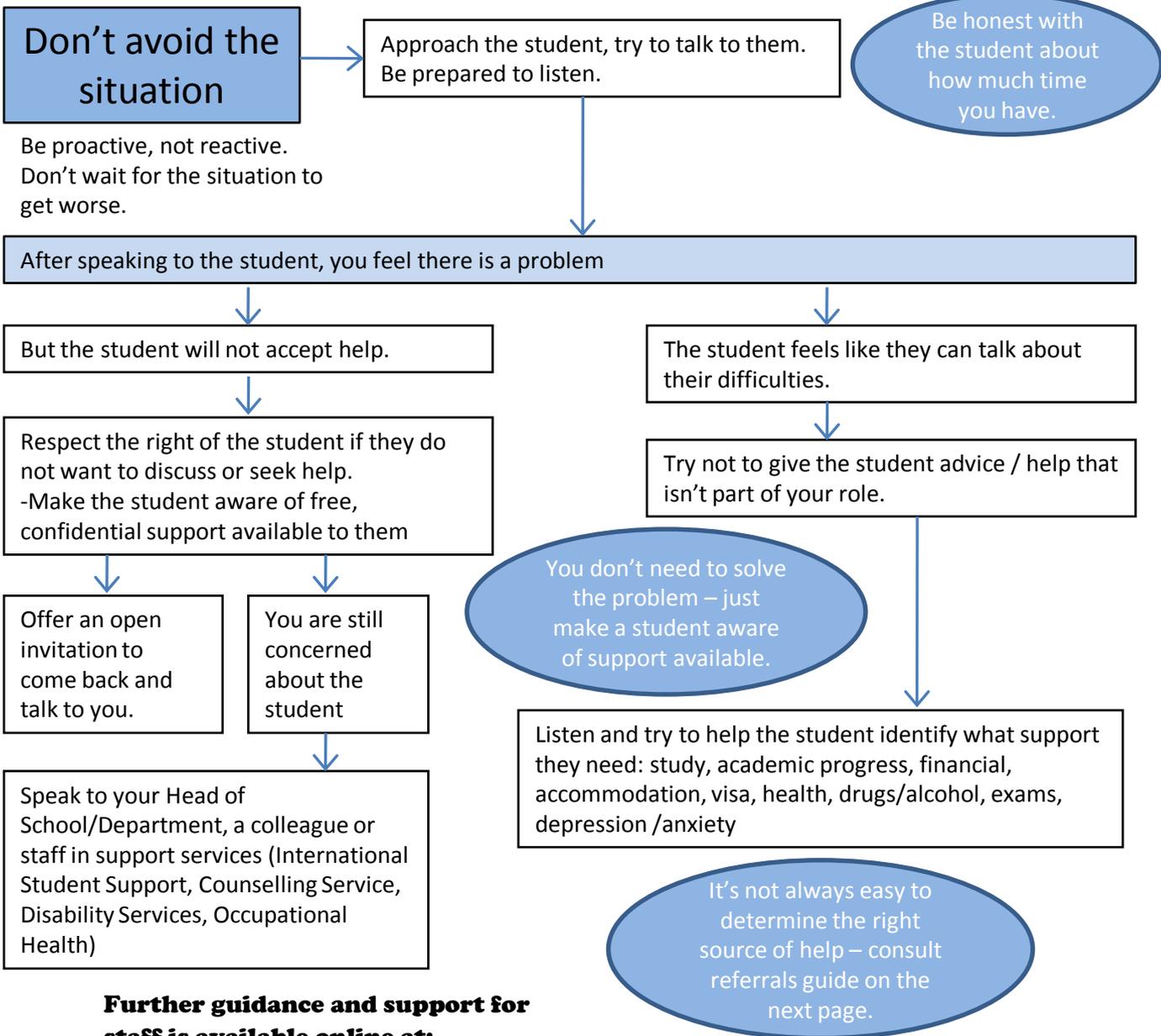
**APPENDIX C**

**Practical Guidelines for Staff Supporting Students in distress / with possible Mental Health Problems**

**How do you know there is a problem?**

The student told you?  
 Other students, or staff, have voiced their concerns?  
 You've noticed significant changes in a student's appearance - weight loss or gain?  
 - decline in personal hygiene?  
 You've smelt alcohol or cannabis on the student on a regular basis?  
 You've noticed changes in the mood of the student? - withdrawn, miserable, hyperactive, sad.  
 You've noticed recent changes in the student's behaviour?  
 The student's academic performance has changed dramatically?  
 The student has been experiencing these problems for a significant amount of time?

**YES to any of the above**



**Further guidance and support for staff is available online at:**

[www.qub.ac.uk/sgc/wellbeing](http://www.qub.ac.uk/sgc/wellbeing)

## APPENDIX C

### SEVEN POINT PLAN FOR RESPONDING TO STUDENTS IN DIFFICULTY OR DISTRESS

1. Stay calm
2. Consider safety – yours, others, the student's
3. Engage with the student – is there any one they feel they could talk to? Have they spoken to anyone previously?
4. Be direct and clear – especially about limits on your time and what you feel comfortable talking about
5. Take threats of self harm and attempted suicide seriously. Contact Student Wellbeing, Carecall Counselling Service or Occupational Health if a student indicates that they are suicidal.
6. Don't promise confidentiality – tell the student that if you are concerned about them, you need their written permission to speak to relevant support
7. Consult with others - this can be done without disclosing the student's identity

### Resources for Staff supporting Students:

A range of information and procedures that may be useful are available on the Student Wellbeing website at: <http://www.qub.ac.uk/directorates/sgc/wellbeing/StaffResources/> , including:

- Student Counselling: Guide for Staff Supporting Students
- Student in distress procedure
- Staff guide to student care

A referrals Guide for Personal Tutors is available from the Centre for Educational Development, online at: <http://www.qub.ac.uk/directorates/AcademicStudentAffairs/CentreforEducationalDevelopment/CurriculumDevelopment/PersonalTutoring/>



**Staff Member:** \_\_\_\_\_

**Other staff student has spoken to:** \_\_\_\_\_

The University endeavours to provide appropriate guidance and identify sources of support for those students who are encountering problems or circumstances which are impacting on their studies.

With a student’s consent, more effective support may be provided if permission is given to share information about their situation. This may include discussing personal or sensitive information about circumstances at a fortnightly case review undertaken by the Student Multidisciplinary Team, with a view to signposting students to appropriate support, either within or outside the University, in a co-ordinated way.

Details will not be disclosed beyond the specific groups identified below without the student’s knowledge and consent, unless it is deemed that the student or others are at significant risk of harm. Should a member of staff continue to be concerned about a student’s wellbeing, there may be a need to follow Fitness to Study Guidelines or make a referral to the University’s Senior Medical Officer.

**Student Declaration of Understanding and Consent to Share Information**

I understand that information shared with other members of staff will not appear on any official documentation in relation to my academic performance. I consent to my personal details and a brief overview of the difficulties I am encountering being shared with:

- Staff in specific service/team: (Details) \_\_\_\_\_
- Student Multidisciplinary Team: Academic Affairs, Accommodation Services , Community Affairs, International Student Support, Occupational Health & Safety, Students’ Union Advice Centre, Student Welfare
- School: (identify roles) \_\_\_\_\_
- Other: (detail) may include Chaplains, GP, external agency, other relevant area within the University

Personal information about my situation will be shared on a need to know basis only and solely for the purpose of promoting my welfare. Any data will be held and processed in accordance with the Data Protection Act 1998 and the University’s Data Protection Policy.

I understand that I will be informed of actions and/or recommendations arising from any Student Multidisciplinary Team discussion concerning myself.

I consent to the disclosure of my personal information on this basis:

Student Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Student Signature: \_\_\_\_\_ Student Number: \_\_\_\_\_

**Declaration to Decline Sharing of Information**

Following a meeting with \_\_\_\_\_ on \_\_\_\_\_

I confirm that I do not consent for my personal details to be shared with other members of QUB staff to ensure that I receive coordinated support. I understand that this may result in me not getting the best possible support from the University.

However I understand that if the person I have discussed this with believes there to be a serious concern for my own wellbeing or that of others they may feel that they have a duty to disclose personal information to the Head of Disability and Wellbeing, or the University’s Senior Medical Officer. If this is necessary I will be advised via my student email account.

Student Name: \_\_\_\_\_ Student number: \_\_\_\_\_  
 Student Signature: \_\_\_\_\_

### Initial Information Form

Unless case is to be discussed anonymously, this should be accompanied by a Student Consent to share information form, signed by the student. It is strongly recommended that content of this form is discussed with a student before submitting to [studentwellbeing@qub.ac.uk](mailto:studentwellbeing@qub.ac.uk).

Please note, this form is not appropriate for immediate management of urgent or emergency situations; please contact the student’s GP or Carecall Wellbeing.

Student Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Member of staff: \_\_\_\_\_

Contact details: \_\_\_\_\_

Brief Overview of situation: *Describe specific comments made by student / behaviours observed which have led to your concern. Please note that the student should be able to see this, or may request to see it at any time.*

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Actions taken (when and by whom):

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Further queries or elements to be addressed by support areas / Student Multidisciplinary Team:  
*What do you feel needs to be done next?*

## Appendix F

### **Student Intervention Protocol: Incident Response Guidelines for support areas**

**Created: September 2010**

**Updated: August 2016**

The following brief guidelines have been developed in response to the operation of the Student Intervention Protocol:

- (a) Missing Student
- (b) Student Hospitalisation
- (c) Student Death

**These are only guidelines, and each situation will be considered on an individual case basis.**

All procedures sit alongside existing University protocols, such as:

- The University's Major Incident protocol, available at:  
<http://www.qub.ac.uk/directorates/EstatesDepartment/FileStore/MajorIncidentProtocols/>
- Student Intervention Protocol:  
<http://www.qub.ac.uk/directorates/sgc/wellbeing/StaffResources/>

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### (a) Missing Student

1. Repeated attempts to engage with student with no response, in conjunction with student not engaging with course / missing key deadlines or activities.

It is difficult to judge when this is a situation that requires further action, as opposed to a situation where a student has withdrawn and not communicated this to the University.

In the first instance, a School should make all reasonable efforts to communicate with the student via information provided on Qsis.

- Attempts to contact via telephone, email, letter (potentially to home and/or term time address, depending on situation). Provide a deadline for response indicating that lack of response may require escalation.
- If a student on a Tier 4 visa, International Student Support should be made aware of a student in this situation at an early stage.

If there is a reason to believe that there may be a risk associated with the student's absence (e.g. non-engagement represents a significant change in behaviour, School is aware of other factors which may increase level of risk as outlined in Student Intervention Protocol), then further actions should be discussed with a member of the Student Wellbeing or International Student Support teams, which may include:

- Visiting student's house. Visiting accommodation off campus should never be done alone. If necessary or out of hours, security staff can be asked to accompany a member of staff. Bring along a letter that can be left through the door, in case there is no answer.
  - Student Wellbeing Team can attempt to determine last point of contact within University, speaking to School, Disability Service, Counselling Service, SU Advice Centre, Accommodation Services etc.
  - Information Services or Estates may be contact if significant reason for concern, to determine most recent access to University systems / buildings.
  - The decision to contact family – this should be discussed with Head of Disability and Wellbeing or Head of Student Affairs.
2. The decision to call police should be made in consultation with the Head of Student Affairs or Head of Disability and Wellbeing and Head of Security. The Director of Academic and Student Affairs will be informed.

#### Speaking to Police

- Make a judgement based on information known as to whether this is an urgent request for action (call 999) or non-emergency (0845 600 8000). The police will want to know a brief history, when student was last seen and actions taken. Emphasise the reason for your concern, particularly any known risk factors.

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- If police make contact with you requesting information about a student, you must inform the Registrar's Office. You may also wish to consult with the Head of Security.
- If you are made aware of a student being investigated for a criminal activity, or is subject to pending action or bail conditions, please inform the student that they must report the situation to the University. This can be done initially by speaking to the Head of Disability and Wellbeing or Head of Student Affairs. The University will need to consider the situation, and determine whether there are any risks to be taken into account. If an international student, the Head of International Student Support should be informed.
- All actions taken should be recorded.

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### (b) Student Hospitalisation

The University strives to provide appropriate support to students who are hospitalised, particularly following an incident or accident, and especially those who do not have a network of family in Northern Ireland.

There is not a standardised response, though for emergency situations, particularly involving students from outside of Northern Ireland, a representative from the University will endeavour to support the student and speak to the student as soon as possible.

If you receive this news from any source other than the Director of Academic & Student Affairs, you should contact the Student Wellbeing team on 028 9097 2893, unless you know that someone else has already made contact. You should provide as much detail as possible about the incident, including where the student is being treated.

This is potentially highly sensitive information. Please do not put details of an event linked to a student's name into an email, and please do not disclose details to anyone except your line manager / Head of School and Head of Disability and Wellbeing / Student Affairs, until you have talked through implications.

**The Head of Disability and Wellbeing or a nominee**, after discussion with the Head of Student Affairs and/or Director of Academic and Student Affairs, will:

- contact the relevant departments (depending on the circumstances) to advise them of the incident and actions being taken, such as Head of School and/or personal tutor, members of the Student Multidisciplinary Team, Accommodation Services, President of the Students' Union, or Estates to instigate the University's incident protocols.
- In the case of hospital admission, make contact with the hospital to enquire into the student's wellbeing, whether that be in the UK or abroad.
- Contacting emergency contact listed in Qsis, which may be a parent, guardian or GP
- Communicating to other members of staff / students as deemed appropriate and necessary.
- Where appropriate, send an e-mail to the student prior to his/her return to study, to offer an appointment with the relevant member of staff to ensure that arrangements are made for the appropriate support to be put in place for their return. (See section (a) above, Following up on Concerns)

Wherever possible, the University will act with the full knowledge and permission of the student involved. However, if responding to an emergency situation or serious incident, actions will be discussed and agreed by two or more members of the Student Multidisciplinary Team, involving senior management from Academic and Student Affairs and/or Student Plus, the Director of Academic and Student Affairs and/or Director of Student Plus as appropriate.

#### **School or academic unit:**

If the injury necessitates a long-term break from study or results in disability, discuss with the student and/or next of kin, the options and process of re-integration into the University.

In many circumstances, the School may wish to arrange for a member of staff to visit/contact the student to see if there is anything that he or she needs and to advise him/her of the support services available and also arrange for any messages from the student to be relayed. This can be discussed with a member of the Student Wellbeing Team.

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**Health and Safety Services** to determine appropriate procedures if hospitalisation is result of an accident on campus or arising from a University trip. The **Finance Office** may also be able to advise on any insurance implications.

**Accommodation Services:** If the student lives in University managed accommodation, Accommodation will be involved in arrangements for supporting the student if he/she returns to accommodation, liaising with the student's family and getting possessions requested by the student.



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also wish to write a letter on behalf of the School. The Head of School may also be asked to help co-ordinate the collection of academic work or other possessions, if appropriate.

- It is important that if the Head of School is not able to carry out this role, a senior colleague is delegated to undertake these functions.

### Support for Staff

Another important concern will be assisting staff who may be affected by a death or student incident.

- The Student Wellbeing Team, Chaplains and Occupational Health will provide immediate support to staff in the event of a serious incident or death, and will make staff aware of options for on-going support needs.
- The University engages an Employee Assistance Programme through Carecall Wellbeing, which would be a source of longer-term support. Heads of School and Directors should make their staff aware of this support, which is free to staff, confidential and available 24 hours. **Freephone: 0800 389 5362**