



**UNIVERSITY
ACADEMY 92**
MANCHESTER

Student Well-being Policy

Implementation date:

September 2023

Version number:

1.2

<u>Document type</u>		Strategy
	X	Policy
		Regulations
		Procedure
		Code of Practice
		Guidance
<u>Area of UA92 business</u>		Academic
		Finance
		Governance and Compliance
		Marketing and Engagement
		Operations
		People
		Registry and Quality
	X	Student Life
		Student Recruitment and Admissions
	Other	
<u>Document Name:</u>		Student Well-being Policy
<u>Author:</u>		Student Well-being and Disability Manager
<u>Owner (if different from above):</u>		Director of Student Life
<u>Document control information:</u>		
<u>Version number:</u>		1.2
<u>Date approved:</u>		11 th September 2020
<u>Approved by:</u>		UA92 Academic Committee
<u>Implementation date:</u>		September 2023
<u>Review due:</u>		April 2024
<u>Document location:</u>		UA92 Website Microsoft Teams
<u>Consultation required:</u>		
<u>Equality & Diversity</u>		Yes
<u>Legal considerations (including Consumer Rights)</u>		Yes
<u>Information Governance</u>		Yes
<u>Students</u>		Yes
<u>Employee Engagement Forum</u>		N/A
<u>External</u>		Lancaster University

REVISION HISTORY

Document:	Student Well-being Policy
Implementation from:	May 2020
Review date:	May 2023
Owner:	Director of Student Life

Version	Date	Revision description/Summary of changes	Author
1.1	27 th July 2021	Updating job titles and area categories. Addition of 'apprentices' into policy body.	Student Administration Assistant
1.2	August 2023	Updating the name of the Student Support Service throughout the policy following change from "Student Well-being Service". Updating job titles & roles throughout the policy. Updating of Student Support Service overview to reflect changes to available support options. Adding new Student Pregnancy sub-policy to appendix.	Mental Health Adviser

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1. Purpose

The purpose of this policy is to:

- 1.1 Outline the commitment and ethos of University Academy 92 (UA92) to student well-being.
- 1.2 Identify the structure and remit of the UA92 Student Support Service; specifically support and services available and how to access the service.
- 1.3 Provide clear guidance in relation to emergency and urgent situations where individuals may be at risk (please also see 'Safeguarding Policy').

2. Scope

- 2.1 This policy applies to all current students and apprentices registered on a UA92 course. Some support services are also available to applicants and access course students, although not all.
- 2.2 This policy does not apply to colleagues or visitors, although their health and well-being is of paramount importance to UA92 (please refer to policies published by the People team for information related to the well-being of individuals who are not students, apprentices or potential students).
- 2.3 Advice on how to use this policy, and procedures identified within, is available from the UA92 Counselling & Mental Health Manager.
- 2.4 UA92 will keep a record of all communication students, apprentices and applicants make with the Student Support Service and/or the UA92 Student Support team members directly. Any documentation provided will also be kept on file. Records will be retained in line with the UA92 Data Retention Policy.

3. Policy statements

- 3.1 The health and well-being of our students and apprentices is of paramount importance at UA92. Provision of a student and apprentice support service is intended to provide a safe and confidential environment for all, and an opportunity to access relevant support and services depending on individual circumstances. Our intention is to ensure the service remains as accessible as possible.
- 3.2 UA92 is committed to creating an environment and a culture that promotes inclusion and encourages discussions around physical and

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mental health, neurodiversity and long-term health conditions, reducing stigma and encouraging disclosure to facilitate the provision of support.

- 3.3 UA92 is committed to supporting students and apprentices to maintain and improve their physical and mental well-being throughout their time with us. In addition to supporting students experiencing a decline in their physical and/or mental well-being, we seek to promote our overarching agenda of 'prevention rather than cure' by supporting students with ongoing character development (as embedded in the curriculum) and academic success.
- 3.4 The UA92 Student Support Service intends to provide both institutional support and to point students towards external providers such as the NHS, local and national charities and third-party organisations. UA92 is unable to act in place of these services and should not be considered an alternative, but intends to support students to access relevant support, where possible.
- 3.5 In cases where students' physical or mental health, neurodiversity or long-term health condition meets the definition of a disability (as defined by the Equality Act 2010), UA92 is responsible for ensuring reasonable adjustments are made to reduce disadvantages related to participation and access to the curriculum (please see 'Disability Policy' for more information).

4. Overview of the Student Support Service

- 4.1 The Student Support Service recognises and values its duty of care to all students and apprentices and seeks to promote positive physical and mental well-being by offering the following as appropriate based on professional judgement:
 - Provision of regular well-being drop-in sessions to provide students with an opportunity to discuss any concerns in a confidential and safe environment.
 - The opportunity for longer one-to-one appointments with the UA92 Mental Health Adviser or a Student Counsellor to discuss individual circumstances in more detail.
 - Provision of in-house short-term counselling as appropriate based on professional assessment.
 - Signposting to external organisations and support services for relevant support, e.g. GP surgeries, local authority teams, third party organisations etc., facilitated by UA92 establishing institutional links with local service providers.
 - Provision of regular workshops focused on specific subjects to encourage positive physical and mental well-being.

- Facilitating events and campaigns related to student well-being.
- Disability support provision, information and advice via the Inclusive Support service (please see '[Disability Policy](#)' for more information).
- Referral for mental health assessment and support via the GP or other local services as appropriate (identification of and help to access appropriate services i.e. completion of self-referral forms etc.)
- Access to money and housing advice via internal or external referral to local services and appropriate signposting.
- for students in financial hardship.
- Provision of safety and security advice from colleagues at Greater Manchester Police as available.
- Signposting UA92's multi-faith chaplaincy offering spiritual pastoral support to students and apprentices of all faiths and of none
- Access to a contemplation room on campus provides an opportunity for quiet time, prayer, meditation etc.

5. Accessing the Student Support Service

5.1 Students and apprentices can access the UA92 Student Support Service in various ways, by;

- Attending a Student Support Drop in.
- Emailing well-being@ua92.ac.uk for well-being, counselling and mental health related queries/concerns.
- Emailing inclusivesupport@ua92.ac.uk for disability and inclusive support-related queries/concerns.
- Attending workshops or events
- Approaching one of the UA92 Chaplains in person or contacting them directly via email or Microsoft Teams message.

5.2 Additional information, advice and resources can be accessed via Microsoft Teams (Student Support channel) without having to contact the Student Support Service directly.

6. Emergency and/or Urgent Situations

Although rare, there may be incidents where a student's or apprentice's behaviour is a cause for concern. In these instances, help may either be required urgently (but not imminently) or the situation will require immediate action. Within the UA92 opening hours, staff, students and apprentices should follow the procedures as set out below. If the situation occurs out of hours, NHS or emergency services should be contacted as appropriate, as with the general population.

6.1 Emergency Situations

In extreme circumstances, where there is an imminent danger to the student or apprentice concerned or to others, the most appropriate action is to contact the Designated Safeguarding Officer (DSO), or the deputy DSO in their absence, who will contact emergency services if necessary. If they are not available immediately, emergency services can be contacted directly (in emergencies only).

Situations that may constitute an emergency would include;

- If a student's or apprentice's behaviour is posing an immediate risk to themselves or others.
- There is a risk of a student or apprentice attempting suicide.
- A student's or apprentice's behaviour is sufficiently out of the ordinary that the matter cannot wait until the next day e.g. severe agitation, disorientation, incoherence.

The Student Support Service should be informed (though not urgently) so that appropriate follow up support can be offered.

6.2 Urgent Help Required

If there are concerns about a student's well-being, but it is not felt the situation constitutes an emergency;

- Advise the student or apprentice to contact their GP or NHS 111 who will be able to determine the best course of action.
- Advise the student or apprentice to contact the Student Support Service directly and/or request permission to share information with the service yourself (you are only able to breach confidentiality if there is a significant risk to the student or others)
- Contact the Designated Safeguarding Officer for advice.

7. Related Documentation

- Disability Policy
- Safeguarding & Prevent Policy
- Suicide Safer Strategy
- UA92 Data Retention Policy

Student Well-being Policy Appendix:-

Student Maternity, Paternity, Adoption Guidance

University Academy 92 (UA92) is committed to supporting our students and ensuring equality across the University. UA92 is committed to ensuring that students who are pregnant, are new parents or are new legal guardians are not treated any less favourably than other students. This policy is for UA92 Trafford campus and UA92 Business School campus.

Pregnancy

- UA92 can only make provisions for students if they inform UA92 they are pregnant. If a student believes they are pregnant, this should be confirmed by a GP.
- Students should inform UA92 that they are pregnant as soon as possible during the pregnancy. Students should do this by emailing registry@UA92.ac.uk and well-being@UA92.ac.uk. This information will only be shared with those who need to know to support the student.
- Students who are on a student visa are not permitted to stay in the UK for a period of interruption lasting 60 days or more, regardless of the reason. Therefore, a longer interruption for these students cannot be permitted unless the student returns to their home country. This should be discussed with the Registry team: registry@ua92.ac.uk, this discussion will consider study blocks and the completion timeframe. Students should be aware that due to the UA92 block structure and carousel, it may not be possible to complete the course within the original course timeframe. This may impact the course end date and may subsequently require the student to return to their home country to apply for a new visa to complete the course within the new course timeframe.
- The student will be invited to meet with the most appropriate UA92 member(s) of staff to discuss any impact the pregnancy may have on their studies. Things to consider:
 - Any risk to the baby or student from course activities, e.g., heavy lifting, exercise etc
 - What time off is likely to be required for any appointments and what reasonable adjustments can be offered for any missed learning
 - Any underlying medical conditions that might be impacted due to pregnancy and impact on studies.
 - Whether the student would prefer to interrupt their studies during pregnancy and if so, what are the arrangements for a return to study.
 - The student should be made aware that there may be financial implications if they are not able to engage with their studies during pregnancy or parental leave and advised that they should contact Student Finance to determine any implications.
- Students are expected to attend timetabled activities for their course of study.
- If a student is required to undertake a placement during their pregnancy, the Registry team will discuss this with the Programme Leader and the Placement. The Placement provider will need to consider Health & Safety to establish if the placement can still go ahead. The placement provider would need to undertake a risk assessment to ensure health & safety practice was sufficient to accommodate

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the student. Any student wishing to undertake a placement while pregnant would need to obtain medical evidence from a medical professional to confirm they were fit to undertake a placement in addition to study.

- UA92 will always try to make reasonable adjustments to accommodate any risk or impacts, however, on occasion, this may not be possible. In this situation, it is likely in the student's best interest to interrupt their studies.-
- If a student decides to terminate the pregnancy or miscarries before they inform UA92 of the pregnancy; this does not need to be disclosed. If the student needs to take time off from their studies, this will be treated in the strictest confidentiality. Students are advised to seek support from their GP and the UA92 Student Support team: well-being@ua92.ac.uk

Maternity leave and return to study.

- Students should provide a medical certificate, issued by their GP or midwife, confirming the date the baby is due. This should be done as soon as possible and no later than 12 weeks before the baby is due. It is within the student's interest to inform the Registry team of the pregnancy as soon as possible, so that Reasonable Adjustments can be considered and implemented where appropriate. The medical certificate should be submitted to the Registry team: registry@ua92.ac.uk.
- The registry team and student will agree on what time off is likely to be needed to support the later stages of pregnancy and birth. This decision will consider the student's needs and their baby, along with the students' requirements of the programme of study.
- Compulsory maternity leave is applied to students, meaning that any student who has given birth must not return within a study block (6 weeks).
- Students are entitled to up to a period of 52 weeks maternity leave. Depending on the course structure it may not be possible for students to return on their preferred date and the return date needs to be confirmed by the registry team, considering the course and block structure. Students should be aware that this may impact the course timeframe and the course completion date.
- When returning to study the student would need to discuss their return with the Registry team, the Programme Leader to discuss their academic studies and is strongly encouraged to engage with the Student Support team (well-being@ua92.ac.uk) to consider their wellbeing and on-going support.

Support for fathers, same-sex partners, and other partners

- Any student who is a partner of a pregnant person, who is expected to be responsible for raising the child will be entitled to request time off from study. This is likely to include time off for pregnancy medical appointments, as well as a period of leave immediately following the birth.
- The student should get in touch with the registry team to discuss this and flexibility will be offered where possible. The student would need to take time off within the block structure and would need to return at the start of a new block. The return date will depend on the module being taught in the block and this should be discussed with the Registry team as soon as possible, prior to taking time off.

- Students are encouraged to access the Student Support Service: well-being@ua92.ac.uk to discuss support.

Adoption

- Students planning to become parents or legal guardians through adoption should discuss their circumstances with the Registry team: registry@ua92.ac.uk and adjustments will be accommodated where possible. This will include discussing study options, which may include taking an interruption of study.

Caring responsibilities

- Students who have caring responsibilities for children, whether in their capacity as a parent, guardian or foster carer, and whose responsibilities may impact their studies should discuss this with the Registry team: registry@ua92.ac.uk at the earliest opportunity, to discuss the options which may include taking an interruption from studies.

Children on campus:

- Students are not permitted to bring their children onto campus for any reason connected with their studies. Children should never be left unattended on campus and students are expected to make appropriate care arrangements.

Miscarriage, stillbirth, and neo-natal death

UA92 is committed to supporting our students and we are mindful that miscarriages, stillbirths and neo-natal death will certainly have adverse effects on attendance and study. In all cases, the need for further medical tests and other needs will be treated with empathy. We would also encourage students to access the UA92 Student Support Service for well-being support.

A student who has a stillbirth, a miscarriage after 24 weeks or whose baby passes away shortly after birth will be entitled to at least the same length of maternity-related absence, which is up to 52 weeks. This will need to be discussed with registry@ua92.ac.uk who will also be supportive in arranging the return to study. Students should be aware that this may impact the course timeframe and the course completion date.

UA92 understands that where there is a miscarriage prior to 24 weeks a student may require time off or considerations around their studies. The student can discuss this with the Registry team and is strongly encouraged to seek support from the Student Support team: Well-being@ua92.ac.uk

Data Collection

UA92 will collect data on students who are pregnant or new parents, this will be collected by the Registry team. The Student Support service collects data on students who have accessed their service, this is kept confidential, as per UA92's data protection and information security policy.

Support information:

- UA92 Student Support Service: well-being@ua92.ac.uk
- Spectrum Life: freephone 0800 0318227 or message 'Hi' to 00353873690010
- National Childbirth trust: <https://www.nct.org.uk/>

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- NHS pregnancy information: <https://www.nhs.uk/pregnancy/>
- BPAS: <https://www.bpas.org/> - Support and non-judgmental advice for unplanned pregnancy and abortion treatment
- Sands: <https://www.sands.org.uk/> - Support for pregnancy loss and bereaved families

Appendix: Check list for staff when discussing the needs of pregnant students or those becoming parents/legal guardians through adoption.

Each request must be dealt with individually, however, there are several measures that can be used to enable continuity. This checklist outlines areas to be discussed:

Issues for discussion	Tick
Make the student aware of the Student Maternity, Paternity, Adoption guidance.	
Discuss the due/likely date of adoption or birth and discuss maternity/paternity/adoption leave. What time does the student anticipate taking off from their studies (considering there could be changes)? Does the student want to arrange an interruption of study.	
Discuss implications for the student’s study, including: <ul style="list-style-type: none"> • Any risk to the baby or student from course activities, e.g., Lifting, intense physical exercise. • What time off is likely to be needed for appointments and what reasonable adjustments can be put in place to mitigate for any missed learning. • Any foreseeable impact that the pregnancy may have on the student’s engagement with their course due to underlying medical conditions. • The student should be made aware that there may be financial implications if they are not able to engage with their studies during pregnancy or parental leave and advised that they should contact Student Finance to determine what these implications are. • Whether the student would prefer to interrupt their studies during pregnancy and if so, what are the arrangements for a return to study 	
Consider any placements the student is undertaking on the course while pregnant and ensure the guidance is followed, as per the Student Maternity, Paternity, Adoption guidance.	
Consider any requests to interrupt their studies, as per the Student Maternity, Paternity, Adoption guidance.	
Where appropriate discuss Support for fathers, same-sex partners, and other partners as per the Student Maternity, Paternity, Adoption guidance.	
Direct students to Student Support to discuss their well-being and support, as per the Student Maternity, Paternity, Adoption guidance.	
Provide an overview of the EMC policy and process in case the pregnancy, Paternity, adoption impacts on their assessments	
Signpost to Student Support if well-being support is required to reintegrate to their studies after any period of prolonged absence	
Signpost the student to the Student Experience team for financial or housing advice. As per the Student Maternity, Paternity, Adoption guidance.	
Inform the student that you will need to share the information with other members of staff but that this will be limited to who needs to know.	

You must complete and sign to confirm you have read, understood and discussed the Student Maternity, Paternity, Adoption guidance.

Staff member name:		Student Name:	
Staff member signature:		Student signature:	
Date:		Date:	

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- NHS pregnancy information: <https://www.nhs.uk/pregnancy/>
- BPAS: <https://www.bpas.org/> - Support and non-judgmental advice for unplanned pregnancy and abortion treatment

Sands: <https://www.sands.org.uk/> - Support for pregnancy