

Student Wellbeing Policy

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Amendment History:

Version Number:	Effective Date:	Summary of Amendments:	Author:
V 1.0	May 2020	First version of strategy	Student Wellbeing and Disability Manager
V 1.1	July 2021	• 'Updating job titles and area categories. • Addition of 'apprentices' into policy body.	Student Administration Assistant
V 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
V.2	May 2025	• Change from Student Well-being Service to Student Wellbeing Service throughout. • Parts of policy "scope" moved into "policy statements". • Changes made reflect changes to Student Support Services. • Addition of "Stepped Care Model for Wellbeing Support".	Counselling & Mental Health Manager

		• Removal of “Emergency/Urgent Situations”. • Review of appendices: ○ Addition of Student Support Services Confidentiality & Information Sharing ○ Updates made to Student Maternity, Paternity & Adoption Guidance including addition of risk assessment template	

1. Purpose

The purpose of this policy is to:

- Outline the commitment and ethos of University Academy 92 (UA92) to student wellbeing.
- Identify the structure and remit of UA92 Student Support Services.

2. Scope

2.1 This policy applies to all current students and apprentices registered on a UA92 course.

2.2 This policy does not apply to colleagues or visitors, although their health and wellbeing is of paramount importance to UA92 (please refer to policies published by the People team for information related to the wellbeing of individuals who are not students, apprentices or potential students).

3. Policy Statements

3.1 The health and wellbeing of our students and apprentices is of paramount importance at UA92. Provision of student and apprentice support services 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 services remain as accessible as possible.

3.2 UA92 is committed to creating an environment and culture that promotes inclusion and encourages discussions around physical and 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 wellbeing throughout their time with us. In addition to

supporting students experiencing a decline in their physical and/or mental wellbeing, 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 UA92 Student Support Services intend 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 and accompany this as appropriate.
- 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 offered to reduce disadvantages related to participation and access to the curriculum (please see 'Disability Policy' for more information).
- 3.6 UA92 will keep a record of all communication students, apprentices and applicants make with the Student Support Services 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.
- 3.7 Information about a student's wellbeing, as shared with the Student Support Services, will be kept confidential in line with the Student Support Services Confidentiality Policy (see appendix A), which outlines exceptions and when/how information may be shared.
- 3.8 Advice on how to use this policy, and procedures identified within, is available from the UA92 Head of Student Support or the Counselling & Mental Health Manager.

4. Overview of Student Support Services

Student Support Services recognise and value their duty of care to all students and apprentices and seeks to promote positive physical and mental wellbeing by offering the following as appropriate based on professional judgement:

- Provision of regular easily bookable triage appointments to enable students the opportunity to discuss any concerns in a confidential and safe environment.
- The opportunity for longer one-to-one wellbeing appointments with a UA92 Student Wellbeing Adviser 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 workshops focused on specific subjects to encourage positive physical and mental wellbeing.
- Facilitation of events and campaigns related to student wellbeing.
- Disability support provision, information and advice via the Inclusive Support service (please see UA92's 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 referral to local services and appropriate signposting for students in financial hardship.
- Signposting UA92's multi-faith chaplaincy offering spiritual and/or pastoral support to students and apprentices of all faiths and of none.
- Access to a contemplation room on each campus, providing an opportunity for quiet time, prayer, meditation etc.

5. Accessing Student Support Services

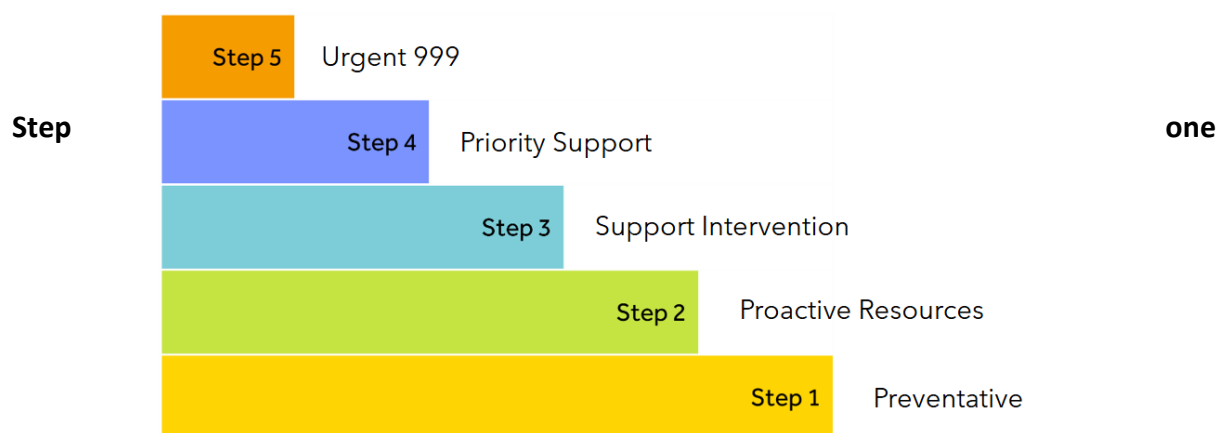
Students and apprentices can access the UA92 Student Support Service in various ways, by;

- Booking and attending a triage appointment with a Student Wellbeing Adviser.
- Emailing wellbeing@ua92.ac.uk for wellbeing, counselling and mental health related queries/concerns.
- Emailing inclusivesupport@ua92.ac.uk for disability and inclusive support-related queries/concerns.

Additional information, advice and resources can be accessed via the Student Support Hub SharePoint page without having to contact Student Support Services directly.

6. Stepped Care Model for Wellbeing Support

UA92's Student Wellbeing Service delivers support using a stepped care model, allowing students to receive the most appropriate intervention based on their circumstance and need.



intervention would be appropriate for students who are generally doing well and are looking to enhance their wellbeing and/or experience. They may be provided with information on opportunities within and outside of UA92 to support this.

Step two intervention would be suitable for students who are experiencing some level of difficulty. They are still managing to function well enough, but this may have some impact on daily life. This student would be actively guided to online resources and encouraged to access wellbeing support.

Step three intervention would be suitable for students whose struggles are having a more significant impact on daily living. They would be offered wellbeing support, and supported to engage with other appropriate services such as their GP.

Step four intervention is required where a student's difficulties or circumstances are more serious. This might include more complex mental health concerns, possible risk to the student or others, and safeguarding disclosures. This student would be referred for priority wellbeing support and offered an appointment as soon as possible. This would be followed up with suitable wellbeing support as appropriate.

Step five intervention is needed where there is significant or immediate risk which requires emergency service intervention. This would be followed up with suitable wellbeing support as appropriate.

7. Related Documentation

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

8. Appendices

Appendix A - Student Support Services Confidentiality & Information Sharing

Appendix B - Student Maternity, Paternity & Adoption

Suggested checklist for discussing the needs of pregnant students or those becoming parents/legal guardians through adoption

New and Expectant Student Mothers Risk Assessment Template

Appendix A - Student Support Services Confidentiality & Information Sharing

The specialist teams within UA92's Student Support Services all contribute to the provision of support and information in relation to student wellbeing.

This includes:

- Student Disability and Inclusive Support Service
- Student Counselling Service
- Student Wellbeing Service

Shared Information

The Support Services work together, directly and indirectly to support student physical, mental and psychological health and share the common goal of promoting the wellbeing of students. To facilitate this, we may share appropriate information relevant to a student's wellbeing across the three services where this is in the best interests of the student. This is to enable us to coordinate care and try to ensure that students don't miss out on support that may be available to them. In circumstances where there is concern for a student or someone else's safety or welfare it allows us to respond without delay and to work together to reduce risk.

UA92 as an organisation aims to provide holistic and inclusive support to students, so we also work closely with other departments outside of Student Support Services to contribute to this supportive environment. In practice, this may mean confirming to another internal department that a student is known to us; however, we would never share details of support without seeking a student's explicit consent as detailed below.

Confidentiality

The Support Services are confidential services and will usually only share information more widely within UA92 or with others outside of UA92 with your consent (verbal and/or in writing). For example, with your permission, Inclusive Support will share information about

your disability with your academics so that they can make the changes necessary to support you.

If we receive a detailed request for information about you, we will check in with you what your wishes are around us sharing information. We will advise on where we think information-sharing might be helpful and in your best interests, but it will be your choice.

If we do not have your consent Inclusive Support, the Counselling Service, and the Wellbeing Service will not release information about you to third parties unless we have significant concerns about your wellbeing as detailed below:

In circumstances where there is concern about your safety or welfare or we become aware of a risk to the safety or welfare of someone else we may share information with other appropriate individuals within UA92 e.g. Academics, Student Experience Team, Registry and more senior staff. This will, wherever possible, be done with your consent but in some instances where there is a significant concern we may need to share this information without prior consent. In such circumstances, this will be discussed with you first wherever possible.

Where there are significant concerns for yours or someone else's safety or welfare it may also be necessary for us to contact others such as your GP, other NHS support service or the Police. We may also need to notify your emergency contact of our concerns (see below). This will, wherever possible, be done with your consent following a discussion with you but in some instances, we may need to share this information without your consent. This will only be done with your best interests in mind.

Notifying Emergency Contacts

The emergency contact details that you provide may be used to share information about you where there are significant concerns about your welfare. In such circumstances, we will attempt to gain consent by discussing this with you, unless doing so is assessed to be likely to put you or another person at risk.

If obtaining your consent is not possible, either because you are not in contact with UA92, there are concerns about your competency to give consent or because we have determined that you or another person would be at greater risk were we to attempt to ask you for consent, we may decide that it is necessary to share limited and appropriate information with an emergency contact for you or another person's vital interests. There is a clear distinction between 'emergency contact' and 'family member' because we understand situations where, for instance, a student's parents are the triggers for their mental health crisis.

In simple terms, in a situation where we believe that a student may be at imminent risk to themselves or others and all other reasonable attempts to support or locate them have not succeeded then the Head of Student Support will give permission for the named emergency contact or another appropriate individual (e.g. a General Practitioner) to be contacted. We also, on occasion, may ask Greater Manchester Police to support us in seeking to trace an individual about whom we have immediate serious concerns.

If you have any questions or concerns about confidentiality, in the first instance you should discuss this directly with Student Support.

Appendix B - Student Maternity, Paternity & Adoption

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.

Pregnancy whilst studying

UA92 can only make provisions for students if they inform UA92 that they are pregnant.

Students are encouraged to inform UA92 that they are pregnant as soon as possible during the pregnancy. They can do this by emailing wellbeing@ua92.ac.uk and registry@ua92.ac.uk. This information will only be shared with those who need to know to support the student. Where the student may prefer to disclose their pregnancy through a supportive conversation, an appointment can be booked with the Student Wellbeing Service.

Following disclosing pregnancy, the student will be invited to meet with a Student Wellbeing Adviser to discuss any impact the pregnancy may have on their studies and to complete a risk assessment. This conversation should consider:

- Any time off that is likely to be required for appointments, and what reasonable adjustments can be offered for any missed learning.
- Possible impact of pregnancy symptoms on attendance and engagement with classes and assessments, and any reasonable adjustments that can be offered.
- Any risk to the baby or student from course activities, e.g. heavy lifting, exercise etc. and any reasonable adjustments that can be offered.
- Any underlying medical conditions that might be impacted due to pregnancy, and impact on studies and welfare whilst at university.
- Whether the student would prefer to intercalate their studies during pregnancy and if so, what are the arrangements for doing this and for return to study. Implications on visa or Student Finance payments should be considered.
- Whether the student is required to undertake a placement during their pregnancy, and any reasonable adjustments that may need to be offered around this.

UA92 will always try to make reasonable adjustments to accommodate any risk or impacts, however, on occasion, this may not be possible. In such circumstances, it may be in the student's best interest to intercalate their studies. -

Maternity leave and return to study

- Once the maternity/pregnancy risk assessment is completed, the Student Wellbeing Advisor will convene a case conference with Registry and the Academic Team to facilitate information sharing and the plan of support.

- The student should be made aware that if they are in receipt of Student Finance payments there may be financial implications if they are not able to engage with their studies during pregnancy or parental leave. The student is advised that they should contact Student Finance England to determine any implications.
- Students who are on a study 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 students who are in the UK on a student visa cannot be permitted unless the student returns to their home country. This should be discussed with the Registry Team, with support from the Student Wellbeing Service if needed. This discussion should consider study blocks and the student's 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 in some cases may subsequently require the student to return to their home country to apply for a new visa to complete the course within the new timeframe.
- The student's intended return to study should be discussed and agreed at the case conference. The student is strongly encouraged to engage with Student Support Services ahead of returning to study so that appropriate support can be put in place to support their transition and overall wellbeing. This also provides an opportunity to ensure that the student has access to appropriate facilities such as storage for baby milk, and to conduct a further risk assessment, if necessary.

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

Any student who is a parent to an unborn baby or partner of a pregnant person, and 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-related medical appointments as well as a period of leave immediately following the birth.

The student should contact the Registry Team to discuss this and flexibility will be offered where possible. If the student needs to take time off within the block structure, in some cases they may be able to return at the start of the next appropriate module. The return date must be confirmed with the Registry Team in line with the student's course structure and the UA92 carousel. This should be discussed as soon as possible prior to taking time off.

Students who are studying in the UK on a student visa will need to consider the impact of any period of interruption on their visa. This should be discussed with the Registry Team, with support from the Student Wellbeing Service if needed.

Students are encouraged to access the Student Wellbeing Service by emailing wellbeing@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, with support from the Student Wellbeing Service if needed, and adjustments will be accommodated where possible. This will include discussing study options, which may include intercalating study to allow for adoption leave.

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, with support from the Student Wellbeing Service if needed, at the earliest opportunity. This should involve reviewing the student's study options, which may include intercalation from studies.

Miscarriage, stillbirth, and neo-natal death

UA92 is committed to supporting any students who experience miscarriage, stillbirth or neo-natal death. Students are encouraged to access UA92 Student Support Services for wellbeing support and to discuss their options.

Support information

All students who are impacted in some way by pregnancy are encouraged to seek support from UA92 Student Support Services by emailing wellbeing@ua92.ac.uk.

Additional support:

- Spectrum Life 24/7 Student Assistance Programme: Freephone 0800 0318227 or text/WhatsApp 00353873690010
- NHS pregnancy information: <https://www.nhs.uk/pregnancy/>
- NCT (National Childbirth Trust): <https://www.nct.org.uk/>
- BPAS (British Pregnancy Advisory Service): <https://www.bpas.org/>
- Sands (Support following baby loss): <https://www.sands.org.uk/>

Suggested checklist for 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 support continuity. This checklist outlines areas to be discussed:

Discuss	Tick
Make the student aware of the Student Maternity, Paternity, Adoption Policy and where to find this.	
Refer student to wellbeing@ua92.ac.uk for support and to complete a risk assessment.	

Wellbeing Advisor will discuss the due/likely date of adoption or birth, along with any planned 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 intercalation of study? • Consider whether the impact of interruption of study on the student's visa needs to be discussed if appropriate. • Consider whether impact on Student Finance payments needs to be discussed. The student should be advised to seek advice from Student Finance England.	
Discuss implications for the student's study, including: • 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 risk to the baby or student from course activities, e.g. lifting, intense physical exercise. • Any foreseeable impact that pregnancy symptoms may have on the engagement with their course and any reasonable adjustments that can be put in place. • Any foreseeable impact that the pregnancy may have on the student's engagement with their course due to underlying medical conditions.	
Discuss who within the university needs to be informed of the pregnancy. Consider: • Registry Team to discuss and agree any periods of interruption in line with the student's individual circumstances. • Inclusive Support Service to discuss reasonable adjustments which can be made during pregnancy and upon return from a period of interruption. • Academic and/or placement staff to ensure that risk assessments are completed and reasonable adjustments implemented to avoid any risk to the student and/or their baby.	
Where appropriate discuss support for fathers, same-sex partners, and other partners.	
Provide an overview of the EMC policy and process in case the pregnancy, paternity or adoption impacts on the student's assessments	
Consider additional signposting as appropriate, such as for financial information/support or housing advice.	
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.	

New and Expectant Student Mothers Risk Assessment Template

Date of assessment:

Assessment completed by:

Name of Student:

Estimated Date of Delivery (EDD):

Risks	Control Measure
Course/placement specific activities e.g. lifting, intense physical exercise.	<i>e.g. alternative provision considered, regular rest breaks provided</i>
Exposure to infectious diseases	<i>e.g. Notify of any outbreaks; make alternative arrangements to avoid exposure; medically suspend if the risk cannot be mitigated.</i>
Exposure to substances	<i>e.g. No current exposure risks identified</i>
Exhaustion / excessive travel	<i>e.g. student will be offered a parking space on campus</i>
Threat of violence	<i>e.g. explored safety at home and no known risk factors. Student advised of how to seek support if needed.</i>
Work with display screen equipment	<i>e.g. DSE assessment to be undertaken: Workstation should provide adequate adjustment to allow for increase in abdominal size. Advice on posture to prevent musculoskeletal problems. Adjust working practices to avoid continuous sitting at workstation (risk of DVT)</i>
Difficulties during emergency evacuation	<i>Consider whether PEEP is required</i>
Stress	<i>e.g. Student engaging with Student Wellbeing Adviser and aware of how to access support</i>

Has the GP or midwife raised any specific concerns, which may affect the student attending university?

Is the student having difficulty carrying out specific activities as part of their course?

Breastfeeding risk assessment

Risks	Control Measure
Exposure to infectious diseases	<i>e.g. Notify of any outbreaks; make alternative arrangements to avoid exposure; medically suspend if the risk cannot be mitigated.</i>
Exposure to substances	<i>e.g. No current exposure risks identified</i>
Dehydration	<i>e.g. Access to water whenever needed</i>
Engorgement/pain/mastitis/ infection/leaking	
Lack of dignity/privacy	<i>e.g. Provide a clean, secure and lockable accessible private space for feeding that is free from interruptions.</i>
Exhaustion	<i>e.g. Adjustments agreed around contact hours. Empathy and support provided by staff</i>
Posture/Position	<i>e.g. Student can take rest breaks whenever needed.</i>
Work-related stress/anxiety	<i>e.g. Student is feeling supported and well in herself and knows how to access support at any point if this changes</i>

Baby on Campus Risk Assessment

Campus Location: Old Trafford / Business School / Old Trafford Sports Barn / LCC

Risks	Control Measure
Exposure to infectious diseases	<i>E.g. Notify of any outbreaks; make alternative arrangements to avoid exposure; medically suspend if the risk cannot be mitigated.</i>
Exposure to substances	<i>e.g. No current exposure risks identified. Any and all substances that could be harmful to be kept in cleaning cupboard and locked.</i>
Exhaustion	<i>e.g. Adjustments agreed around contact hours. Empathy and support provided by staff.</i>
Posture/Position	<i>e.g. student can take rest breaks whenever needed.</i>
Work-related stress/anxiety	<i>e.g. student is feeling supported and well in herself and knows how to access support at any point if this changes.</i>
Practical participation	<i>e.g. Student to talk with staff member around her participation capabilities with a. recovering from childbirth and b. caring for child.</i>
Theoretical / Classroom based	<i>e.g. Student will be provided with suitable seating and space to work Chairs / sofa space / private space can and will be provided for her when needed.</i>
Further support	<i>e.g. Student is aware this is 'lone working' site for the staff member teaching her, and knows where she can access further if needed.</i>