Student Support Review

The following guide gives an overview of the Student Support Review Regulations, deals with questions of anxiety and helps you prepare for meeting with the University, either with Adviser support, independently, or with an alternate companion.

Using the guide for information (directed help without an Adviser)

This 5-step guide below helps you throughout the process, whether you decide to go ahead independently, have another companion or where we have limited availability.

Adviser support

After reading this guide in full details of how to access free, independent, and confidential advice can be found in the section Further Guidance, and further guidance on our confidentiality policy can be accessed in our Charter.

The role of the Adviser is to support you through the Student Support Review process, to help you prepare for meetings and to attend those meetings with you if availability allows.

It is our experience that students benefit from providing an open and honest account of their situation.

The Adviser will not be able to predict the outcome of meetings, and speculation as to outcomes is unhelpful.

If you feel anxious

While the clear focus of our service is helping you practically, we recognise you may experience feelings of stress and anxiety.

Recognise that it is normal and natural to feel some anxiety when you are in a formal process. It may be unsettling to receive a letter inviting you to a ‘Student Support Review’ meeting. Reflect on what you can control (e.g. preparing for meeting) and what you cannot (e.g. the outcome).

Be aware that these meetings tend to be supporting in nature and constructive with an overarching aim of coming up with an agreed manageable plan of your engagement with your studies.

If overwhelmed by your feelings reach out to the relevant support services.
What is a Student Support Review?

Student Support Review Regulations are used to address situations when student’s health, wellbeing or behaviour has a negative impact on their ability to study, or manage their life at the University, or on a placement. The purpose of those regulations is to support both staff and students in managing those scenarios. The student is normally involved in the process and in any action plan agreed for the future.

Next Steps

**Step 1: The regulations**

Read the Student Support Regulations in The University Calendar [here](#).

Read the Student Guidance document outlining how to prepare for the meeting [here](#).

Pay attention to why the Student Support Review may be called and try to reflect on how you have been coping with your course, current support you are receiving, or would like to access to enable you to manage your studies.

**Step 2: Checking the email you received about the Student Support Review – make a note of:**

- The date and times of any meetings
- The Stage of the Student Support Review Process
- Whether any evidence is required of your (e.g. doctor’s letter, support services statements)

**Step 3: Initial actions:**

If you are being helped (see Further Guidance), inform your supporter of the date and time of the meeting and check if they can attend. It is important you let us/them know quickly so we/they can plan to attend.

Respond to the meeting invitation and inform them if you will be supported in the meeting.

Prepare for the Student Support Review by drafting your statement – see our guide to [Student support review guides](#) and the Student Support Review Student Guidance [Student support review guide](#). It may be helpful for you to reflect on how to describe your wellbeing. Our guide on ‘Wellbeing; describing it’s impact’ may help you with that. Your statement is a ‘script’ for your meeting and ‘your voice’. and will help you feel more confident, as well as to ensure you cover all the key points you wish for the University to consider.

**Step 4: Your Student Support Review meeting:**
Ensure that the statement you have for your meeting has a suggested plan you believe could enable you to engage with your studies and includes details of any support you are accessing or will be accessing in the future.

Submit a copy of your statement to the note taker in the meeting or e-mail the statement to them afterwards.

Inform the note taker if you wish your supporter to be included in the outcome and to receive a copy of the meeting notes.

**Step 5 After the Student Support Review Meeting**

Normally the outcome of the meeting will be sent to you within 5 working days along with the meeting notes (which you should check for accuracy and submit your own account if the summary is partial or inaccurate).

Broadly the outcome should include an agreed plan for your engagement in the course, including the necessary support that will be offered by the University and by relevant third parties (e.g. your GP).

**Further Guidance**

As a student you have the right to seek independent advice and support regarding the Student Support Review process. Our Advisers can help you prepare and make the most of your meeting with the University. They can also support you throughout the process.

To receive help and support, please follow the steps below:
- Email the Advice Centre at advice@susu.org
- Follow the guidance you will receive from us, including:
  A) Sending us all the information relating to your case and informing us of any meetings
  B) Sending your draft Student Support Statement and relevant documents to advice@susu.org
  C) You will receive a response from an Adviser, including feedback on your statement. If necessary, and at the discretion of the Adviser, they may arrange a video call to discuss the case with you;

For further guidance on the Student Support Review, contact The Advice Centre. Tel: 02380 592 085 Email: advice@susu.org.

**Disclaimer/Date Published/Date for Review**

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