



Student Support Review

The following guide gives an overview of the Student Support Review Regulations and explains what support students can obtain from the SUSU Advice Centre in the process.

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.

There are 3 Stages in the Student Support Review, depending on the level of concern.

The regulations may also be used when a student has been suspended from the University for a longer period due to ill health and wants to come back. In this case a Return to Study meeting is arranged with the student to devise an action plan and support for their return.

Did you know?

At all stages of the procedure, you have the right to be supported and accompanied. It is important that you contact the Advice Centre as soon as possible and see an Adviser for guidance before you respond to any concerns or go to any meetings.

Who can refer a student to the Student Support Review?

Anyone who has serious concerns about a student. This could be a tutor, Enabling Services, Student Life, other students or the student themselves.

Where can you find the Student Support Review Regulations?

You will find details of the process and who will be involved in the University's Calendar [here](#).

I have received a letter inviting me to a Student Support Review meeting, what do I do?



Support Advice Centre

First of all, don't panic! The main aim of the meeting is to establish how you are and how the University can support you in engaging with your studies. Read the [Student Support Review Regulations](#) so you know where you are in the process and make an appointment with an Advisor at SUSU Advice Centre as soon as you can. The Advisor will support you throughout the process and attend any meetings with you as well.

How to prepare for the Student Support Review meeting?

It is always good to prepare before the Student Support Review meetings. We recommend you read the **Guidance document for Students** located [here](#). It explains how to prepare and what to expect from the meeting.

Writing down a short statement or bullet point list covering the points below may help you feel more confident and will ensure you stay focused during the meeting.

Whilst drafting your statement you may wish to consider the following:

How have things been?

This might include:

- Your studies
- Availability of the right advice & support (may include submitting any relevant letters/documentation)
- Your health & wellbeing

How are you now?

This might include:

- Have there been any recent changes?
- Current challenges?
- What is helping at the moment?

What about next steps?

This might include:

- Further support (academic, practical, wellbeing)
- Your plans regarding upcoming work
- Taking time out from study
- Regular review meetings



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In case your meeting is about a **Return to Study** we suggest you prepare by following the Guidance document [here](#).

What help can the Advice Centre offer?

The Advice Centre staff can explain the Student Support Review process and guide you through the regulations. An Adviser can give you honest feedback on your statement and help you prepare for the meeting. They can also attend any meetings with the University with you. Please note an Advisor can only attend if you have had an appointment with them prior to the Student Support Review meeting and they had an opportunity to learn about your case and give you feedback.

Who else can help with the Student Support Review process?

You also contact Enabling Services for support. They are based in building 37, Student Services.

Further Guidance

For further guidance on Student Support Review, contact the Advice Centre.

- 02380 592 085
- advice@susu.org

You can also visit us in Building 40, Highfield campus. Our opening hours are Monday–Friday 09.00–17.00.

Disclaimer: While care has been taken to ensure that information contained in the Advice Centre publications is true and correct at the time of writing, changes in circumstances after the time of publication may impact on the accuracy of this information. The Advice Centre and SUSU cannot accept responsibility for any actions taken as a result of advice given in this publication.
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