

## Appendix XXXVIII – Policy & Procedure on Fitness to Study



### Policy & Procedure Title:

South East Technological University Carlow Policy & Procedure on Fitness to Study

|                       |                                    |                      |                                                          |
|-----------------------|------------------------------------|----------------------|----------------------------------------------------------|
|                       |                                    |                      |                                                          |
| <b>Effective Date</b> | 1 <sup>st</sup> September 2019     | <b>Version</b>       | Version 1.0                                              |
| <b>Approved By</b>    | Academic Council<br>Governing Body | <b>Date Approved</b> | 20 <sup>th</sup> June 2019<br>27 <sup>th</sup> June 2019 |

| <b>Form(s)</b>                                            | <b>Responsibilities/ Owner</b>                  |
|-----------------------------------------------------------|-------------------------------------------------|
| Determination and support of a learner's fitness to study | Vice President for Academic Affairs & Registrar |
|                                                           |                                                 |
|                                                           | Head of /Faculty/Campus/Department              |
|                                                           | Head of Learner Support and Student Services    |
| <b>Superseded or Obsolete Procedures</b>                  | Staff                                           |
| Initial Issue                                             |                                                 |
|                                                           |                                                 |
|                                                           |                                                 |

## Contents

|                                                                                                                   |           |
|-------------------------------------------------------------------------------------------------------------------|-----------|
| <b>1.0 Introduction .....</b>                                                                                     | <b>3</b>  |
| <b>2.0 Scope of the University's Fitness to Study Policy and Procedure.....</b>                                   | <b>4</b>  |
| <b>3.0 Purpose of South East Technological University Carlow's Policy and Procedure on Fitness to Study .....</b> | <b>4</b>  |
| <b>4.0 Circumstances under which a learner's fitness to study may be brought into question.....</b>               | <b>4</b>  |
| 4.1 Factors which may impact on a learner's fitness to study.....                                                 | 5         |
| 4.2 Desired outcomes.....                                                                                         | 6         |
| <b>5.0 Confidentiality .....</b>                                                                                  | <b>6</b>  |
| <b>6.0 Procedure on determining a learner's fitness to study .....</b>                                            | <b>6</b>  |
| 6.1 Informal stage – Preliminary, Level 0.....                                                                    | 6         |
| 6.2 Level of Urgency and Risk.....                                                                                | 7         |
| 6.3 Temporary Suspension on Grounds of Concern for Fitness to Study .....                                         | 7         |
| 6.6 Formal Stages.....                                                                                            | 8         |
| 6.5 Procedure to Appeal.....                                                                                      | 12        |
| 6.6 Return to Study .....                                                                                         | 12        |
| <b>7.0 Legal Framework.....</b>                                                                                   | <b>12</b> |
| <b>8.0 Related South East Technological University Carlow Policies and Procedures .</b>                           | <b>13</b> |
| <br>                                                                                                              |           |
| <b>Appendix I Determination and support of a learner's fitness to study</b>                                       | <b>15</b> |
| <b>Appendix II Flowchart.....</b>                                                                                 | <b>16</b> |

## 1.0 Introduction

It is the aim of South East Technological University Carlow that all learners benefit fully from their higher education experience in terms of academic learning and personal development. The University is committed to promoting the wellbeing of all learners including those with mental and/or physical health issues. This includes working to promote positive attitudes and reduce discrimination. South East Technological University Carlow recognises that there may be occasions when it may be in the best interest of a learner to take a break from their studies in order to concentrate on their health and wellbeing. Any requirements taken, as informed by this policy are determined in the best interest of the learner and/or others around them. Policies underlying South East Technological University Carlow's commitment to access and widening participation, are identified in Section 8 of this document.

South East Technological University Carlow has a duty of care to all learners, staff, and Faculty /Campus users which is balanced with the duty of care to individual learners. However, the University does not stand in loco parentis; that is, the University does not assume the duties, responsibilities or obligations of a parent. This policy and procedure, in conjunction with other relevant University policies and procedures is developed with the underlying principle that a learner leads the management of their own wellbeing. However, this policy and procedure also recognises that South East Technological University Carlow may need to act when circumstances arise where a learner is unable or, is compromised in managing their wellbeing in a way that supports their own health and safety and which may affect people around them.

When learners are deemed fit to study South East Technological University Carlow can be confident that:

1. They are able to engage with and benefit from their academic studies;
2. Their behaviour does not disrupt any other members of the University community;
3. They do not put their own, or others', health and safety at risk.
4. They have the ability/competency to reach expected learning outcomes.

Fitness to Study is an important consideration for the University in balancing the objective to widen access and participation with ensuring the best interests of all University users.

Fitness to study relates to an individual's capacity to engage satisfactorily as a learner in relation to academic matters and life generally at South East Technological University Carlow. For the vast majority of learners, progression to completion of their studies is uneventful, with little or no need for additional support. However, it is

recognised that at times learners may face challenges which affect their studies and their wider participation in college life.

Occasionally, even with additional support, the behaviour, welfare or wellbeing of an individual learner is so adversely affected as to make continuation in study challenging and/or their continuation in studies is likely to compromise the learning, working or living experiences of others to such an extent as to be deemed unreasonable and unsustainable.

This policy identifies the requirements in supporting identified learners while recognising the rights of all individuals within the University community to study and work in an environment conducive to such activity.

## **2.0 Scope of the University's Fitness to Study Policy and Procedure**

All registered learners of South East Technological University Carlow are subject to this Policy. This policy does not relate to fitness to practice, which is identified within professional programmes offered by the University and supported by additional policies and procedures

## **3.0 Purpose of South East Technological University Carlow's Policy and Procedure on Fitness to Study**

The purpose of this policy is to provide direction to academic and support staff in circumstances where:

- it has been identified that a learner's fitness to study may potentially require additional support
- the support required in determination of a learner's fitness to study is deemed to be of an urgent nature or
- other internal procedures such as the Learner Code of Conduct Disciplinary Regulations are not appropriate; or
- supports available to the Faculty may not be adequate

The Fitness to Study policy is intended to provide a framework, other than disciplinary, to ensure that the health and wellbeing of all University staff and learners is safeguarded, and that the best possible support is given to those whose fitness to study (as defined below) appears to be impaired in situations as may occur.

## **4.0 Circumstances under which a learner's fitness to study may be brought into question**

Concerns about a learner's fitness to study could arise from issues encountered with their physical or mental wellbeing which have a consequent impact on their studies, health or wellbeing, or the health and wellbeing, learning, working or living experiences of others around them, for instance:

- where a learner's behaviour, wellbeing or capacity is identified as having a potentially negative impact;
- where the learner recognises that there is an issue and discloses this to a staff member;
- where reports of concern are received from third parties. for example, family members, classmates, flatmates, learner support services staff, lecturers or others;
- where the impact of a learner's behaviour, or risk associated with their behaviour or capacity on the wellbeing of others is identified;
- where behaviour or actions are adversely impacting the learning, working, or living experiences of others.

A learner's fitness to study may be reviewed in line with the procedures outlined in Section 6 if any of the above circumstances arise.

#### **4.1 Factors which may impact on a learner's fitness to study**

These may include but are not limited to:

- Behaviour which would typically be dealt with as a disciplinary matter, which may be known to be or suspected to be the result of an underlying physical or mental health difficulty;
- Behaviour or disposition which leads to concerns of underlying problems;
- Behaviour which is deemed unusual for the individual;
- Behaviour where there is concern about the risk that they present to themselves and/or others and/or property;
- Where health difficulties are adversely affecting the health, safety or wellbeing of the learner themselves or others;
- Where disruption is caused to the teaching and learning, activities or working or living experiences of others;
- Where the learner's academic performance or personal conduct is not deemed acceptable to the University and may be known to be or suspected to be the result of an underlying physical or mental health problem;
- Behaviour which is significantly distressing to others;
- Behaviour which is significantly impacting on the learning, working or living experience of others;
- Where social-withdrawal and/or apparent changes to wellbeing, appearance, mood, physical health or welfare are noted;
- Where there is unexplained deterioration in academic performance as to cause concern;
- Where a learner's health and wellbeing is adversely affecting their ability to reach the required learning outcomes.

Behaviour in this context includes behaviour, which is face-to-face, verbal, written, and online communications in print or video or any other form. *Note:* all behaviour, which appears to be a breach of the Learner Code of Conduct, may be considered under the Learner Code of Conduct as a disciplinary matter.

## **4.2 Desired outcomes**

- To provide supportive formal procedures to those involved in the process of addressing fitness to study concerns.
- To support learners of South East Technological University Carlow.
- To assist in identifying supports which may assist the learner, whether they be internal or external.
- To enable learners to withdraw or take leave of absence voluntarily on grounds of fitness.
- To determine if and how a learner is to be required to take leave of absence on grounds of fitness.
- Where possible to outline the process for an application to return to study.

## **5.0 Confidentiality**

All matters dealt with under this Policy will be treated confidentially and in line with current legislation and General Data Protection Regulation (GDPR), as amended. South East Technological University Carlow shall not disclose matters being dealt with under this Policy unless required to do so by law or having regard to its duty of care to its learners and staff, in which case South East Technological University Carlow may have to involve third parties such as the Gardaí, HSE, Tusla, or external medical professionals without the consent of any individual involved.

## **6.0 Procedure on determining a learner's fitness to study**

### **6.1 Informal stage – Preliminary, Level 0**

Where concerns regarding fitness to study have been raised, steps at Department and Faculty level are to be implemented to resolve the matter through informal discussions with the learner. The learner is encouraged to use one or more of the support services offered by the University or to seek external supports if appropriate. South East Technological University Carlow shall provide reasonable accommodations and supports within the resources available, notwithstanding a requirement for external or expert intervention for example from a medical or mental health practitioner. Specific academic arrangements are to be considered by academic staff and/or Heads of Department and action plans agreed with the learner.

In some cases, the learner may acknowledge underlying difficulties and seek to defer their studies until matters are resolved. This must be agreed by the academic Head of Department and where possible, a provisional return date identified. Learners in these

circumstances shall be appraised in writing of any financial or academic implications involved in their withdrawal.

If the learner does not respond positively to the concerns raised, the Fitness to Study Policy can be invoked at the appropriate level.

The Fitness to Study policy can be invoked when all informal avenues have been unsuccessful, the other procedures available such as Learner Disciplinary procedures have been considered and deemed to be inappropriate, and the learner is not engaging and/or agreed actions have not been met.

## **6.2 Level of Urgency and Risk**

The level of urgency and risk is identified at three levels according to the level of response needed, as judged by the person invoking (enacting) it. The appropriate course of action to be taken depends on the circumstances and the apparent urgency of the situation. The course of action may also need to be reviewed depending on relevant developments. Situations can be classified as **non-urgent/nonemergency**, or **urgent/emergency**, depending on any perceived risk to the health and wellbeing of the learner or any other individual or to the University.

## **6.3 Temporary Suspension on Grounds of Concern for Fitness to Study**

At the outset of a particular case, or at any subsequent time during it, the behaviour and actions of a learner may be such that there is cause for concern necessitating the temporary removal of the learner from South East Technological University Carlow pending further action. Where it is deemed by the Vice President for Academic Affairs & Registrar that there are grounds for such concern, then they, having sought such advice as they deem appropriate, shall be entitled to remove the learner on a temporary basis on such conditions as deemed suitable in the circumstances. This may constitute a temporary administrative measure to protect the learner and others at South East Technological University Carlow pending the progression of the circumstances as reviewed. However, it may also be dealt with under Section 15 of the Student Handbook under Student Code of Discipline available within the University Quality Manual and available at the following links

<http://www.itcarlow.ie/resources/quality/quality-policies-procedures.htm>

and on Sharepoint at the following link

<https://staffportal.itcarlow.ie/functions/Quality/default.aspx>

## **6.4 Imminent Threat or Risk**

If there is any perception of an imminent threat or risk to life or serious injury to any individual, then appropriate emergency services shall be contacted immediately.

## **6.5 Appendix II flowchart of possible actions.**

As identified in Section 6.2 situations which are deemed as non-urgent/non-emergency may be invoked at least at Level 1, and possibly Level 2 of this Policy (see below). Urgent/emergency situations may be invoked at least at Level 2 and possibly Level 3 of the Policy. Ultimately, however, a matter may be invoked directly at any stage of this Policy depending on the circumstances of the case.

## **6.6 Formal Stages**

### **LEVEL 1**

Level 1 is intended for concerns about a learner which appear to be of a non-urgent/non-emergency nature.

- A person with a concern about a learner should submit a Determination of learner's fitness to study to the learner's academic Head of Department using the form at Appendix I.
- The person who raised the concern may be requested to attend a meeting with the academic Head of Department if this is deemed necessary.
- The academic Head of Department shall arrange a meeting with the learner to discuss the concern, providing them with a copy of the Determination of learner's fitness to study if deemed appropriate or necessary. The person who raised the concern may have the option to attend this meeting if this is deemed necessary. The academic Head of Department may invite the Head of Learner Support and Student Services to attend this meeting if deemed appropriate or necessary.
- The academic Head of Department may liaise with the Head of Learner Support and Student Services throughout this process if deemed appropriate or necessary.
- On foot of any meeting(s), the academic Head of Department should decide on and record an action plan based on the determination of learner's fitness to study, then arrange for any appropriate support deemed necessary in the circumstances, which may include one or more of the following;
  1. Academic supports
  2. Referral to Student Services if appropriate
  3. Referral to a relevant healthcare professional or external supports if appropriate
- The matter should continue to be closely monitored by the academic Head of Department to ensure that the learner is engaged with the action plan and is cooperating with South East Technological University Carlow in this regard. If



a learner refuses to cooperate with an action plan at Level 1, then the matter may be escalated to Level 2 or 3 as deemed necessary in the circumstances;

- If the academic Head of Department determines that no action is necessary on foot of a meeting with the learner then the matter may be closed and this should be recorded on the Determination of learner's fitness to study;
- Alternatively, the Head of Department may immediately escalate the matter to Level 2 or 3, or do so on foot of subsequent developments or any advice or feedback received pursuant to action taken at Level 1.

## **LEVEL 2**

Level 2 is intended for circumstances where there are either;

(a) Continuing and on-going concerns persisting and unresolved from a Level 1 intervention or

(b) Significant first concerns about a potentially urgent and/or emergency situation involving a learner:

- Depending on the circumstances pertaining to determining the learner's fitness to study, the Head of Department either
  - (a) proceeds using a Determination of learner's fitness to study form initially used at Level 1 or
  - (b) completes a new Determination of learner's fitness to study form, identifying that the matter is considered appropriate for invoking (enacting) directly at Level 2. In either case the Determination of learner's fitness to study form shall be submitted to the learner's Head of Faculty / Campus.
- The Head of Faculty / Campus shall arrange an initial meeting with the learner's academic Head of Department and the Head of Learner Support and Student Services to discuss the issue. The Head of Learner Support and Student Services may decide to convene a multidisciplinary case review meeting. The decision as to who should attend or submit material to a multidisciplinary case review meeting shall be made by the Head of Learner Support and Student Services in consultation with the Head of Department / Head of Faculty / Head of Campus, on a case by case basis.
- The Head of Faculty/Campus shall then arrange a meeting with the Learner to include the academic Head of Department and the Head of Learner Support and Student Services to discuss the concern, providing them with a copy of the Determination of learner's fitness to study form if this is deemed appropriate or necessary. The person who raised the concern may have the option to attend this meeting if that is deemed necessary and appropriate and is acceptable to them. The person who raised the concern may also or otherwise be requested to attend a separate meeting with the Head of Faculty / Campus / Department and Head of Learner Support and Student Services if this is deemed necessary.

The Learner may bring a representative to this meeting if this is deemed appropriate.

- In circumstances where the Learner is unable or unfit to attend the meeting, or is unable or unwilling to participate at any level of this policy the University may nonetheless follow this policy where it is reasonable to do so and on the basis of written reports and/or statements in the absence of the student.
- On foot of any meeting(s) the HOF, HOD and HOLSSS shall decide and record an action plan on the Determination of learner's fitness to study form, then arrange for any reasonable support or interventions available internally and within the resources available. Such supports could include
  1. Academic supports;
  2. Referral to Student Services if appropriate;
  3. Referral to a relevant healthcare professional if appropriate;
  4. Voluntary leave of absence (indefinite or definite as agreed) from studies.  
(Note: It is intended that all voluntary periods of absence should have been considered under Level 2 of this Policy at a minimum);
- Supports required externally must be arranged by the learner through the necessary channels, e.g. through the learner's GP.
- If the Head of Faculty / Campus / Department and Head of Learner Support and Student Services determine that no action is necessary on foot of a meeting with the learner, then the matter may be closed and this should be recorded on the Determination of learner's fitness to study form.
- Alternatively, the matter shall continue to be closely monitored to ensure that the learner is engaged with the action plan and is cooperating with South East Technological University Carlow in this regard. The matter may also be immediately escalated to Level 3 if the learner is not deemed to be engaging or this may be done on foot of subsequent developments or any advice or feedback received pursuant to action taken at Level 2.

### **LEVEL 3**

Level 3 is intended for circumstances where there are either

(a) continuing and on-going concerns persisting and unresolved from a Level 1 or Level 2 intervention or

(b) significant first concerns of a clear and present nature about a potentially urgent and/or emergency situation involving a learner:

- Depending on the circumstances pertaining to the determination of the learner's fitness to study, the Head of Faculty / Campus / Department, either:

(a) proceeds using a Determination of learner's fitness to study form initially used at Level 1 and/ Level 2 or

(b) completes a new Determination of learner's fitness to study form, highlighting that the matter is considered appropriate for invoking directly at Level 3. In either case the Determination of learner's fitness to study form shall be submitted to the Vice President for Academic Affairs & Registrar;

- The Vice President for Academic Affairs & Registrar should arrange an initial meeting to discuss the issue with the Head of Learner Support and Student Services and, if deemed necessary, the learner's Head of Faculty and/or Head of Department;
- The Vice President for Academic Affairs & Registrar should then arrange a meeting with the learner to discuss the concern, providing them with a copy of the Determination of learner's fitness to study form if this is deemed appropriate or necessary. The Vice President for Academic Affairs & Registrar may also require other relevant individuals to attend this meeting including the Learner's Head of Faculty / Campus and/or Head of Department, the Head of Learner Support and Student Services, another member, nominee of the the Vice President for Academic Affairs & Registrar. The person who raised the concern may have the option to attend this meeting if that is deemed necessary and appropriate and is acceptable to them. The person who raised the concern may also or otherwise be requested to attend a separate meeting with the Vice President for Academic Affairs and Registrar. The Learner may bring a representative to this meeting if this is deemed appropriate.
- In circumstances where the Learner is unable or unfit to attend the meeting, or is unable or unwilling to participate at any level of this policy the University may nonetheless follow this policy where it is reasonable to do so and on the basis of written reports and/or statements in the absence of the student.
- On foot of any meeting(s) the Vice President for Academic Affairs & Registrar shall decide upon and record an action plan based on the Determination of learner's fitness to study form, then arrange for any reasonable support or interventions available internally and within the resources which may include one or more of the following:
  - (a) Academic Supports
  - (b) Referral to Learner Support Services if appropriate
  - (c) Referral to relevant healthcare professional if appropriate
  - (d) Voluntary leave of absence from studies
  - (e) Mandatory leave of absence for an indefinite or definite period of time (as determined by the Vice President for Academic Affairs & Registrar). This shall not be construed as a disciplinary or other form of sanction. Instead, it is a necessary administrative measure to protect the learner and others at South East Technological University Carlow.
- If the Vice President for Academic Affairs & Registrar determines that no action is necessary on foot of a meeting with the learner, then the matter may be closed and this shall be recorded on the Determination of learner's fitness to study form.

- Alternatively, the matter shall continue to be closely monitored to ensure that the learner is engaged with the action plan and is cooperating with South East Technological University Carlow in this regard. Failure to engage and cooperate may necessitate further action as deemed necessary in the circumstances by the Vice President for Academic Affairs and Registrar.

## **6.5 Procedure to Appeal**

A learner has the right to appeal any decision to require the learner to take a mandatory leave of absence from study. To initiate an appeal, a learner shall write to the Vice President for Academic Affairs, setting out the grounds of appeal in detail, within 5 working days of the date of notification of the result which is being appealed.

The Vice President for Academic Affairs or their nominee shall, within 5 working days or as soon as possible thereafter, refer the appeal to the Student Complaint Resolution Committee in line with the Student Complaints and Appeals Procedure under Section 15 of the Student Handbook, available within the University Quality Manual and available at the following links

<http://www.itcarlow.ie/resources/quality/quality-policies-procedures.htm>

and on Sharepoint at the following link

<https://staffportal.itcarlow.ie/functions/Quality/default.aspx>

## **6.6 Return to Study**

A learner who withdraws/takes a leave of absence voluntarily or is required to take a mandatory leave of absence shall be entitled to apply to re-register to re-commence their studies at the end of that period of absence. In such circumstances, the conditions of return to study shall be determined by the relevant South East Technological University Carlow Faculty / Campus, subject to the rules and regulations governing the relevant Programme. If the module or programme is not running or is otherwise unavailable at the time of the learner's scheduled return, the relevant Faculty / Campus shall provide guidance about possible alternatives.

## **7.0 Legal Framework**

South East Technological University Carlow is committed to discharging its legal obligations in relation to its learners and staff. The University is committed to promoting equality, diversity and inclusion and this policy applies equally to all learners where there is concern for their wellbeing or the wellbeing of others. South East Technological University Carlow is mindful of its obligations under legislation which includes but is not limited to the following;

The Equal Status Acts 2000-2012 as amended

The Employment Equality Acts 1988-2011 as amended

Data Protection Acts 1988 and 2003 as amended

Freedom of Information Act 2014 as amended

Safety, Health and Welfare at Work Acts 2005 and 2010 as amended

Mental Health Acts 2001-2009 as amended

Disability Act 2005 & Code of Practice as amended

Institutes of Technology Act (1992-2006) as amended

## **8.0 Related South East Technological University Carlow Policies and Procedures**

Academic Policies and Regulations, available within the University's Quality Manual, on the web at the following link

<http://www.itcarlow.ie/resources/quality/quality-policies-procedures.htm>

and on Sharepoint at the following link

<https://staffportal.itcarlow.ie/functions/Quality/default.aspx>

Teaching, learning and Assessment Policy which is available within the University's Quality Manual, on the web at the following link

<http://www.itcarlow.ie/resources/quality/quality-policies-procedures.htm>

and on Sharepoint at the following link

<https://staffportal.itcarlow.ie/functions/Quality/default.aspx>

Access and Widening Participation Policy which is available within the University's Quality Manual, on the web at the following link

<http://www.itcarlow.ie/resources/quality/quality-policies-procedures.htm>

and on Sharepoint at the following link

<https://staffportal.itcarlow.ie/functions/Quality/default.aspx>

Learner Disability and Learning Support Policy which is available within the University's Quality Manual, on the web at the following link

<http://www.itcarlow.ie/resources/quality/quality-policies-procedures.htm>

and on Sharepoint at the following link

<https://staffportal.itcarlow.ie/functions/Quality/default.aspx>

Disability Policy which is available within the University's Quality Manual, on the web at the following link

<http://www.itcarlow.ie/resources/quality/quality-policies-procedures.htm>

and on Sharepoint at the following link

<https://staffportal.itcarlow.ie/functions/Quality/default.aspx>

Progression procedure which is available within the University's Quality Manual, on the web at the following link

<http://www.itcarlow.ie/resources/quality/quality-policies-procedures.htm>

and on Sharepoint at the following link

<https://staffportal.itcarlow.ie/functions/Quality/default.aspx>

Learner Withdrawal procedure which is available within the Policy and procedures for the design, development, validation and withdrawal of all programmes at award levels 6 – 10 on the NFQ within the University's Quality Manual, on the web at the following link

<http://www.itcarlow.ie/resources/quality/quality-policies-procedures.htm>

and on Sharepoint at the following link

<https://staffportal.itcarlow.ie/functions/Quality/default.aspx>

## Appendix I

### Determination and support of a learner's fitness to study

|                                                                                                              |  |
|--------------------------------------------------------------------------------------------------------------|--|
| Name of identified Learner:                                                                                  |  |
| Learner Number.                                                                                              |  |
| Name (and staff role if applicable) of Individual who identified Learner's fitness to study                  |  |
| Date of report                                                                                               |  |
| Level of risk pertaining to learner's fitness to study as per Policy:<br>• Level 1<br>• Level 2<br>• Level 3 |  |
| Brief Summary of concern pertaining to learner's fitness to study                                            |  |
| Submitted to e.g. Head of Department)                                                                        |  |
| Date Received by the above                                                                                   |  |
| Date of Meeting with Learner                                                                                 |  |
| Learner Comments                                                                                             |  |
| Action Plan                                                                                                  |  |
| Further Action under subsequent levels (if applicable) (use a separate note for each level if required)      |  |
|                                                                                                              |  |
| Date Closed                                                                                                  |  |
|                                                                                                              |  |
|                                                                                                              |  |
|                                                                                                              |  |

## Appendix II Flowchart

|                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Concern about a Learner's Fitness to Study                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Determine Level of Urgency                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Level 1                                                                                                         | Level 2                                                                                                                                                                                                                                                                                                                                                                                                                                      | Level 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Non-Urgent / Non-Emergency                                                                                      | Urgent / Emergency                                                                                                                                                                                                                                                                                                                                                                                                                           | Urgent / Emergency                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Concerns about a learner which appear to be of a non-urgent/non-emergency nature                                | <p>Significant first concerns about a potentially urgent and/or emergency situation involving a learner</p> <p>OR</p> <p>Continuing or ongoing concerns persisting and unresolved from a Level 1 intervention</p> <p>OR</p> <p>Learner refuses to cooperate at Level 1 and it is deemed necessary to escalate</p> <p>OR</p> <p>Subsequent Developments or advice pursuant to action taken at Level 1 requires the matter to be escalated</p> | <p>Significant first concerns about a potentially urgent and/or emergency situation involving a learner</p> <p>OR</p> <p>Continuing or ongoing concerns persisting and unresolved from a Level 1 or Level 2 intervention</p> <p>OR</p> <p>Learner refuses to cooperate at Level 1 or Level 2 and it is deemed necessary to escalate</p> <p>OR</p> <p>Subsequent Developments or advice pursuant to action taken at Level 1 or Level 2 require the matter to be escalated</p> |
| Level 1                                                                                                         | Level 2                                                                                                                                                                                                                                                                                                                                                                                                                                      | Level 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Invoker submits Determination of a Learner's Fitness to Study Form to the learner's academic Head of Department | <p>Invoker submit Determination of a Learner's Fitness to Study Form to the learner's academic Head of Department</p> <p>OR</p> <p>academic HOD completes a new Determination of Learner's Fitness to Study Form identifying that the matter is considered for invoking at Level 2</p>                                                                                                                                                       | <p>Invoker submit Determination of a Learner's Fitness to Study Form to the learner's academic Head of Department</p> <p>Academic HOD/HOF submits a Determination of a Learner's Fitness to Study Form to the Vice President for Academic Affairs and Registrar</p> <p>OR</p> <p>Academic HOD/HOF completes</p>                                                                                                                                                              |



|                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                         |                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                       | In either case the Determination of Learner's Fitness to Study Form shall be submitted to the learner's Head of Faculty / Campus                                                        | a new Determination of Learner's Fitness to Study Form identifying that the matter is considered for invoking at Level 3                  |
| The person who raised the concern may be requested to attend a meeting with the academic Head of Department if this is deemed necessary.                                                                                                                                                              | The person who raised the concern may be requested to attend a meeting with the Head of Faculty if deemed necessary.                                                                    |                                                                                                                                           |
| Academic HOD arranges meeting with the learner to discuss the concern. Provides learner with a copy of the Determination Form if deemed appropriate or necessary. The person who raised the concern may have the option to attend this meeting if this is deemed necessary and is acceptable to them. | HOF arranges an initial meeting with the learner's academic HOD, and the Head of Learner Support and Student Services (HOLSSS)                                                          | HOF arranges an initial meeting with the learner's academic HOD, and/or HOF and the Head of Learner Support and Student Services (HOLSSS) |
| Academic HOD decides and records an action plan based on the determination of the learner's fitness to study and arranges for any appropriate supports to be put in place. These can include; Academic supports; Referral to Student Services; Referral to a relevant healthcare professional         | The HOLSSS may decide to convene a multidisciplinary case review meeting, attendance at which, and any required documentary submissions, will be determined by the HOLSSS, HOD and HOF. |                                                                                                                                           |

|                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Both the learner and the academic HOD sign the form.</p>                                                                                                                                                                                                                               | <p>The HOF arranges a meeting between the learner and the HOF, HOD and HOLSSS to discuss the concern, providing them with a copy of the Determination of learner's fitness to study form if this is deemed appropriate or necessary.</p> <p>The person who raised the concern may have the option to attend this meeting if this is deemed necessary and is acceptable to them.</p> <p>The learner may bring a representative .</p> <p>The person who raised the concern may also or otherwise be requested to attend a separate meeting with the HOF, HOD and HOLSSS if this is deemed necessary.</p> <p>If the learner is unable or unfit to meet, the relevant University authorities will make their determinations based on reports/statements provided.</p> | <p>The Registrar arranges a meeting between the learner and the HOF, HOD and HOLSSS to discuss the concern, providing them with a copy of the Determination of learner's fitness to study form if this is deemed appropriate or necessary.</p> <p>The person who raised the concern may have the option to attend this meeting if this is deemed necessary and is acceptable to them.</p> <p>The learner may bring a representative .</p> <p>The person who raised the concern may also or otherwise be requested to attend a separate meeting with the HOF, HOD and HOLSSS if this is deemed necessary.</p> <p>If the learner is unable or unfit to meet, the relevant University authorities will make their determinations based on reports/statements provided.</p> |
| <p>Academic HOD monitors engagement with the action plan.</p> <p>The matter may be immediately escalated to Level 2 or Level 3 if the learner is not deemed to be engaging or on foot of subsequent developments or any advice/feedback received pursuant to action taken at Level 1.</p> | <p>On foot of any meeting(s) the HOF, HOD and HOLSSS shall decide and record an action plan on the Determination of learner's fitness to study form, then arrange for any reasonable support or interventions available internally and within the resources available.</p> <p>Supports required externally must be arranged by the learner through the necessary channels, e.g. through the learner's GP.</p> <p>Leave of absence or mandatory leave of absence</p>                                                                                                                                                                                                                                                                                               | <p>On foot of any meeting(s) the Registrar shall decide and record an action plan on the Determination of learner's fitness to study form, then arrange for any reasonable support or interventions available internally and within the resources available.</p> <p>Supports required externally must be arranged by the learner through the necessary channels, e.g. through the learner's GP.</p> <p>Leave of absence or mandatory leave of absence</p>                                                                                                                                                                                                                                                                                                               |

|                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                     | may include conditions for return to study.                                                                                                                                                                                                                                                                      | may include conditions for return to study.                                                                                                                                                                                                                           |
|                                                                                                                                                                                                                     | Where the learner is present, both the learner and the HOF sign the form.                                                                                                                                                                                                                                        | Where the learner is present, both the learner and the Registrar sign the form.                                                                                                                                                                                       |
|                                                                                                                                                                                                                     | <p>HOF monitors engagement with the action plan in conjunction with the HOD and the HOLSSS.</p> <p>The matter may be immediately escalated to Level 3 if the learner is not deemed to be engaging or on foot of subsequent developments or any advice/feedback received pursuant to action taken at Level 2.</p> | <p>Registrar monitors engagement with the action plan in conjunction with the HOD/HOF and the HOLSSS.</p> <p>If the learner is not deemed to be engaging with the action plan, the learner may be subject to further action as deemed necessary by the Registrar.</p> |
| If the academic HOD determines that no action is necessary on foot of a meeting with the learner, then the matter may be closed and this outcome recorded on the Determination of a Learners Fitness to Study Form. | If the academic HOF determines that no action is necessary on foot of a meeting with the learner, then the matter may be closed and this outcome recorded on the Determination of a Learners Fitness to Study Form.                                                                                              | If the Registrar determines that no action is necessary on foot of a meeting with the learner, then the matter may be closed and this outcome recorded on the Determination of a Learners Fitness to Study Form.                                                      |