

Support to Study Policy and Procedure



Applicable from:	2 nd January 2025 (Cases received by the Student Casework Team prior to this date will be subject to the Fitness to Study Procedure)
Approved by:	Learning, Teaching and Student Experience Committee
Date of approval:	
Date of next review:	July 2025
Previous review Dates:	September 2024
Scope of policy (audience):	All registered students at Leeds Trinity University. Includes all police student officers, apprentices, and students at partner institutions
Policyholder:	Director of Academic Quality and Standards
Contact:	StudentConduct@leedstrinity.ac.uk

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Abbreviations and Definitions

The following list includes abbreviations that will be used in this policy. Any key words, where the meaning could have varied interpretation, are also defined in this list.

COO – Chief Operating Officer

FTS Panel – Fitness to Study Panel

‘Hearing’ – a meeting which provides the opportunity for a student to state their case.

LTSU – Leeds Trinity Student Union

LTU – Leeds Trinity University

OIA – Office of the Independent Adjudicator

‘Reasonable’ – Using sound judgement; fair, sensible, and appropriate.

‘Student(s)’ – any registered member of Leeds Trinity University to which this policy applies.

STS – Support to Study (STS may also be used as a shorthand to refer to this Policy)

‘The University’ – Leeds Trinity University

1. This Policy and Related Policies & Procedures

- 1.1. **The Support to Study Policy and Procedure** outlines a framework and procedure for Leeds Trinity University to support any student where there are concerns related to their ability to safely engage with LTU life and study due to ill health. Support to Study also determines the measures the University can take should concerns escalate and the risk to the safety of the student and other members of the University community intensify.
- 1.2. The following other Policies may, at times, directly refer to the Support to Study Policy and Procedure:
 - a) **The Student Conduct Policy and The Student Conduct Procedure** - Provides the scope of student conduct procedures and the key principles that underpin how the University approaches student misconduct cases. Student cases under the Conduct Procedure can be referred to the STS Policy and Procedure if it is more appropriate for the circumstances of the case.

- b) ***Fitness to Practise Policy*** and ***Fitness Practise Procedure*** – Provides a process whereby the University can assess whether a student enrolled on programmes recognised by PSRBs is “suitably qualified and prepared and demonstrating appropriate skills, conduct, values and attributes, to perform a particular professional role as recognised by the relevant professional body”. Student cases under the Fitness to Practise Policy and Procedure can be referred to STS at any time should it be considered appropriate to do so.

2. Scope

- 2.1. Support to Study is applicable to all Leeds Trinity students and to all prospective students from the point at which they formally accept an offer of a place.
- 2.2. The Support to Study procedure is to be applied when there is a reasonable concern that without additional support under Stage 1 of STS, for reason of ill health, a student’s continued status as a student or continued presence at the University may pose a risk to the welfare, health or safety of that student or other students, staff, visitors, professional placement communities, or a risk of damage to Leeds Trinity property.
- 2.3. Support to Study proceedings can be applied due to incidents which did not take place on University premises, at University events or took place outside of term time. If the University perceives that there could be genuine risk of safety as outlined in 2.2, STS may be applied.
- 2.4. The Vice-Chancellor has ultimate responsibility for determining any issues of interpretation and for providing any clarification on the terms of the Policy. Their decision will be final.

3. Key Principles

- 3.1. The University will explore all reasonable avenues of support or adjustment during initial support and ‘Stage 1’ of the STS procedure. The effectiveness of any measures taken in support of students will be evaluated by relevant student support teams.
- 3.2. Where, despite appropriate support and adjustment at Stage 1, there continue to be grounds to consider that, by reason of ill health, a student’s continued status as a student or continued presence on Leeds Trinity premises poses a risk to the welfare, health or safety of the student or other students, staff or visitors or professional placement communities or a risk of damage to Leeds Trinity property, the Director of Student Mental Health and Wellbeing (or nominee) may refer the case to a Fitness to Study Panel (Stage 2 of STS).
- 3.3. Under the STS Procedure, in particular during a Fitness to Study Panel, staff evaluating the case will consider the student’s interests regarding successful study, in addition to the interests and safety of that student and the wider community. Support to Study is not punitive.

Student Rights

- 3.4. In meetings and hearings during the Support to Study Process (Stage 1 & 2) students will have the right to be accompanied by a person of their choosing who may be a fellow member of the student body, a member of Student Support (including the Disability Service and Mental Health and Wellbeing team), the LTSU Advice Coordinator or a senior member of LTSU, or an external third party such as a friend or family member. See 9.9 for more information on supporters in Fitness to Study Panel hearings.
- 3.5. The University will ensure to enquire with students whether there are any reasonable adjustments that the University needs to consider during proceedings.
- 3.6. The University will give clear information to students on how to access support and advice while subject to the procedures under this Policy.
- 3.7. The University will give reasonable notice for any required meetings or hearings (7 days minimum for FTS Panel hearings). The University will not include staff in hearings who have had prior involvement with the case or have declared a conflict of interest.

4. Precautionary Action

- 4.1. Where there are grounds to believe that, by reason of ill health, a student's continued status as a student or continued presence on Leeds Trinity premises poses a risk to the welfare, health or safety of the student or other students, staff or visitors or professional placement communities or a risk of damage to Leeds Trinity property, the Chief Operating Officer or Pro-Vice Chancellor (Education and Experience) may take precautionary action and temporarily withdraw or exclude the student immediately or limit their interaction with the Leeds Trinity community pending a FTS Panel hearing (Stage 2). Such action will be invoked and communicated to the relevant student with immediate effect. All such cases of temporary withdrawal or exclusion will be subject to review prior to the date in which the temporary withdrawal or exclusion is due to end, or at the FTS Panel hearing – whichever occurs first. The temporary withdrawal or exclusion may be extended.
- 4.2. In such circumstances every effort will be made to minimise the effect of temporary withdrawal or exclusion on the student's capacity to engage in a learning experience and their access to student services. Such withdrawal or exclusion should not be construed as a penalty. It is a mechanism to secure the protection of members of the Leeds Trinity community.
- 4.3. The student has the right to appeal a temporary withdrawal to the Vice Chancellor, by emailing their case in writing to studentconduct@leedstrinity.ac.uk.
- 4.4. The terms of the temporary withdrawal or exclusion will be outlined to the student in a 'Letter of Temporary Withdrawal/Exclusion'. This letter will also set out the dates in which measures are in effect. If the dates are extended or reduced, the student will receive a further letter to notify them of this. Usually, the precautionary action will be in effect until the outcome of the 'Stage 2 FTS Hearing'.

5. Confidentiality

- 5.1. The University is committed to fulfilling its data protection obligations regarding sensitive personal information or “special category data”, therefore, information about students who are subject to Support to Study will be kept confidential as far as is practicable.
- 5.2. If information must be disclosed, it should be disclosed to as few people as possible, and only to those involved in supporting the student or deciding the matter, staff involved in relevant University administrative processes or other staff whose role requires them to be aware of some case information.
- 5.3. During Stage 2, the University will endeavour to arrange Panels that represent different facets of the University community and will not choose Panel members who may have a conflict of interest in assessing the case. Sensitive case information will be disclosed to Panel members 2 working days after the student is sent a letter detailing the composition of the panel. This ensures that students have opportunity to object to a panel member should there be a potential conflict of interest before they have seen the sensitive information.
- 5.4. Meetings and hearings under Support to Study are confidential. Therefore, meetings and hearings under STS will not usually be recorded i.e., via Microsoft Teams, unless requested. Students, staff, or others present at the given meeting should not record audio or video the proceedings unless there is a prior agreement between all participants (usually panel members, colleagues present and the student).
- 5.5. In all meetings and hearings that are not recorded, a member of staff will take notes which will act as a record of the meeting. The meeting notes will be shared with the student who will have opportunity to comment on their accuracy from their perspective.
- 5.6. Where medical evidence or documentation is required or supplied, the University will save and store such information sensitively and appropriately and shall not request any documentation that is not specifically required.

6. Support for Students

- 6.1. The University [Student Mental Health and Wellbeing Team](#) provides students with the support and space to explore and understand their difficulties – no matter how big or small they are. The service offers appointments with a team of qualified and experienced Counsellors, Therapists and Practitioners. Students can get in touch with the service with any questions or to refer themselves either through the MyLTU app or by emailing studentwellbeing@leedstrinity.ac.uk.
- 6.2. Student Support can help students with a range of personal and academic issues. In-person appointments are available at both campuses, with additional support provided through phone, email, and virtual appointments. Student Support includes Disability Services (disability@leedstrinity.ac.uk) and the Money Advice Service. Under this policy, students are entitled to have a supporter present at all

meetings as outlined in 3.4. You can reach out to Student Support (studentsupport@leedstrinity.ac.uk) to request that a member of the team attends the meeting with you as your supporter.

- 6.3. [Leeds Trinity Student Union](#) also offers support ranging from academic to finance to mental and physical health. In relation to the Support to Study procedure, students can seek independent advice and support from LTSU. LTSU can also provide staff to attend meetings and hearings with students as their supporter.
- 6.4. Students can contact studentconduct@leedstrinity.ac.uk with any queries regarding this policy and its contents. Students who receive any letters or emails related to this policy can contact the same email address for any clarification on their contents and the procedure.
- 6.5. Although it is never the intention, the University acknowledges that some communications and outcomes associated with this policy may cause distress, so students may wish to seek support elsewhere. There are external services available such as the [Leeds Mental Health helpline](#), which provides confidential support, advice, information, and NHS guidance for anyone concerned about their mental health and is available 24/7 to residents of West Yorkshire and surrounding areas. They can be reached on 0800 183 0558. Alternatively, [Togetherall](#) provides 24/7 professional anonymous support with trained counsellors, or you can contact [Student Space](#).

7. Procedure and Flow Chart

- 7.1. The Formal Support to Study Procedure is comprised of three stages. These stages are as follows:

- 1) **Stage 1: Students of Concern**

Students of concern meetings review support, and intervention offers for students who are perceived to require a more multi-departmental approach to preserve their wellbeing or welfare. “Students of Concern” may present with increased risks associated with harm to self or others, concerns regarding their ability to safeguard themselves or at risk of academic disengagement due to deteriorating wellbeing.

“Students of Concern” may be known to individual professional support services and referred due to an escalation of concern or risk. They may also be referred directly to this meeting due to the severity of the associated concern or risk.

- 2) **Stage 2: Fitness to Study Panel**

Where, despite appropriate support and adjustment at Stage 1, there continue to be grounds to consider that a student’s continued status as a student or continued presence on Leeds Trinity premises poses a risk to the welfare, health or safety of the student or other students, staff or visitors or professional placement communities, or a risk of damage to Leeds Trinity property, the Director of Student Mental Health (or nominee) may refer the case to Stage 2.

At Stage 2, a Fitness to Study Panel assess the case and issue an outcome. This outcome may include arrangements for the Panel to reconvene or Review Meetings to be held. These subsequent meetings will be held under the same directive as the Fitness to Study Panel. At Stage 2 and the Appeal Stage, case management responsibility will move from Student Support and Wellbeing to the Student Casework Team, although Student Support will continue to support both the student and the procedure during Stage 2.

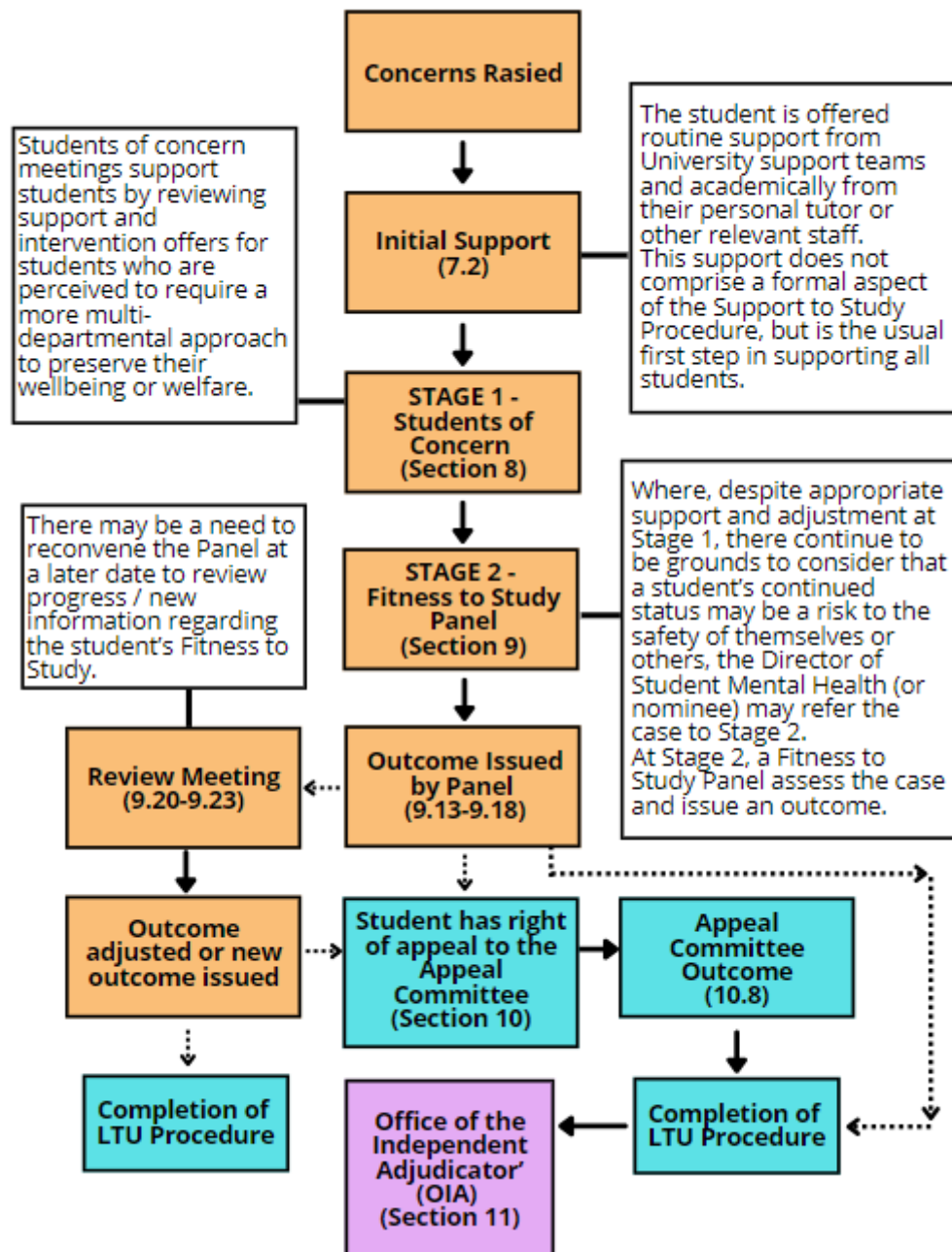
3) **Appeal Stage**

The Appeal Stage allows the student to appeal the outcome of the Fitness to Study Panel (or subsequent reconvening's or review meetings) to an Appeal Committee made up of 3 independent senior staff members who have had no previous involvement with the case. The Appeal Committee will review the process and decision made at Stage 2. They can uphold the appeal, uphold it in part and alter the FTS Panel decision, or dismiss the appeal.

- 7.2. Prior to Stage 1, students may receive initial and routine support from university support services. This will often serve as the initial step to assist a student where there may be Support to Study concerns and will be a precursor to the STS procedure. However, this initial and routine support is not considered a formal part of STS.
- 7.3. Although students will usually receive support under Stage 1 before progressing to Stage 2 if appropriate, the University reserves the right to send a student's case to Stage 2 immediately if there is a rapid escalation of concerns.
- 7.4. Please see below, flowcharts for the Support to Study Procedure, and Appeal Committees. The procedure below will not always progress as shown. In cases where there is a rapid escalation of concern, it may be suitable to immediately utilise Stage 2 of the process. The relevant sections of this Policy and Procedure documents are referenced throughout the flowchart.

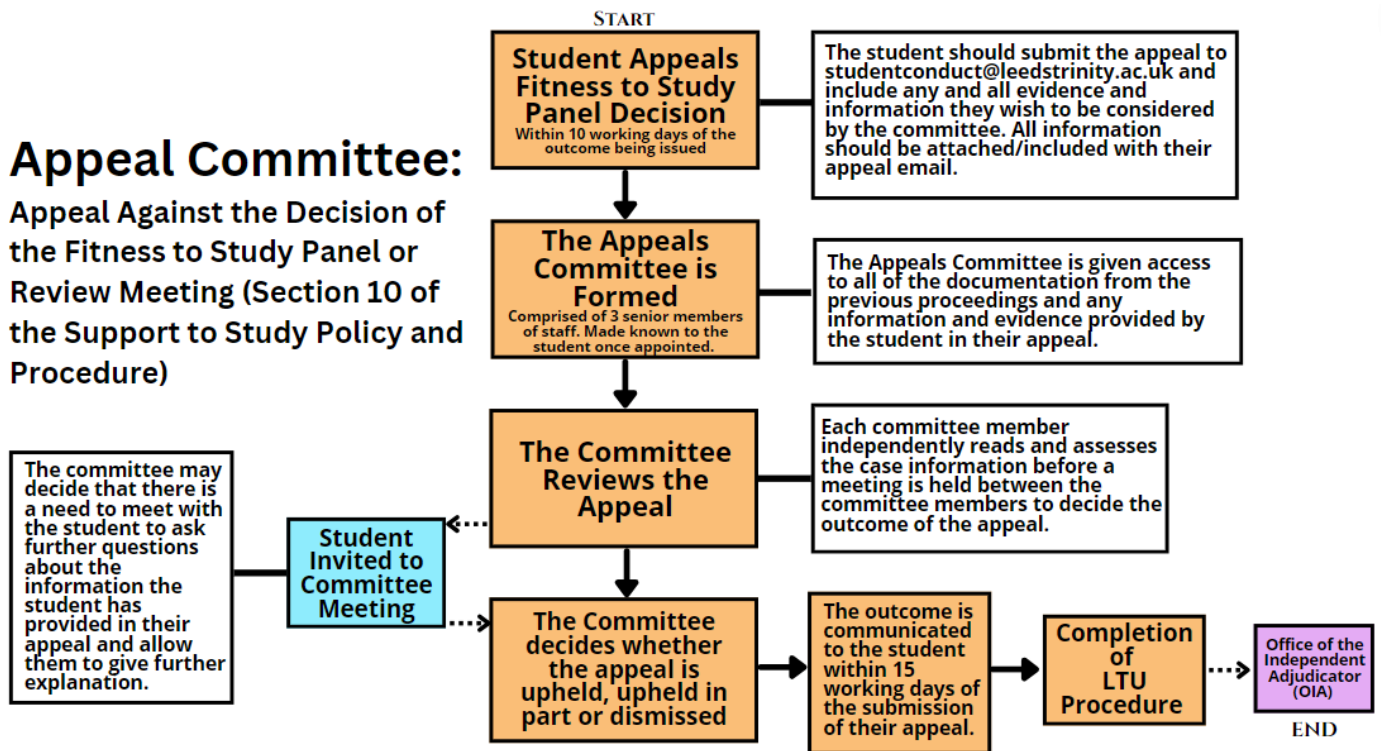
Support to Study Procedure Flowchart

To note: Dashed arrows indicate points with more than one possible next step. Support will be available to the student throughout the procedure. The progression of the procedure relies on continued or escalating concerns regarding the student's fitness to study. Students can only apply to the OIA for an external review if they have been through the LTU appeal process first and received a Completion of Procedures letter.



Appeal Committee:

Appeal Against the Decision of the Fitness to Study Panel or Review Meeting (Section 10 of the Support to Study Policy and Procedure)



8. Stage 1: Students of Concern

Referral

- 8.1. The Student of Concern meeting receives referrals through a Microsoft Teams form that populates a Student of Concern Log.
- 8.2. Referrals are made by professional services that are members of the meeting, this includes: Student Support Services, Mental Health and Wellbeing Team, Student Liaison and Engagement Team and Disability Services.
- 8.3. Referrals can be made by other departments directly to the most appropriate professional service.

Student of Concern Meetings

- 8.4. Student of Concern Meetings are chaired by the Director of Student Mental Health and Wellbeing (or a nominated delegate).
- 8.5. Meetings take place weekly and new and ongoing cases are considered.
- 8.6. The purpose of this meeting is to agree an appropriate support plan or actions to be taken to reduce associated concerns or risks.

- 8.7. As required case specific meetings can be convened to discuss more complex support requirements and/or urgent situations that cannot wait until the next planned meeting.

Review

- 8.8. Cases are stepped down from Student of Concern Meetings through the weekly review meetings when routine support and guidance from professional services is felt to be sufficient in managing the identified concern.
- 8.9. The group may consider the requirement for referral to external agencies, enactment of the “Trusted Other” policy or sharing of information with faculties based upon the level of risk presented.
- 8.10. If unable to mitigate risk and concerns through the Student of Concern process, then the Director of Student Mental Health and Wellbeing (or nominated delegate) will refer the case on to Stage 2 (Fitness to Study Panel). Recognised delegates include professional service leads that are members of the Students of Concern Meetings.

9. Stage 2: Fitness to Study Panel

Pre-Hearing

- 9.1. A student may be referred to Stage 2 by the Director of Student Mental Health and Wellbeing (or nominee) as highlighted in 3.2 of this Policy.
- 9.2. Once the Director of Student Mental Health and Wellbeing (or nominee) has referred the case to Stage 2, the Student Casework Team will organise the Fitness to Study Panel in a timely manner and in accordance with 5.3 of this Policy.
- 9.3. The student will be invited to attend the Fitness to Study Panel hearing to make their case. They will be sent a letter at minimum 7 days before the Panel convenes which will include the following:
- a) The case regarding them and all evidence to be made available to the Panel.
 - b) The date, time, and location of the Fitness to Study Panel hearing.
 - c) The composition of the panel – to which the student has 2 working days to make any objections known, as detailed in 9.5.
 - d) The Support to Study Policy and Procedure.
 - e) Their right to present their case in the hearing and submit any evidence to the Panel beforehand. See 9.4.
 - f) The student's right to be accompanied by a supporter as outlined in 3.4 of this Policy.
 - g) The student's right to refuse permission for medical evidence (including that related to occupational health) to be submitted to the FTS Panel. The student

is to be made aware that this refusal may have an unavoidable influence on the Panel.

- 9.4. Any evidence or written statements from the student must be submitted to the Panel at least 2 working days before the Fitness to Study Panel hearing so there is sufficient time for the Panel members to review the material.
- 9.5. Sensitive case information will be disclosed to Panel members 2 working days after the student is sent a letter detailing the composition of the panel. This ensures that students have opportunity to object to a Panel member should there be a potential conflict of interest before they have seen the sensitive information.

The Fitness to Study Panel

- 9.6. If the student does not attend the hearing despite reasonable steps being taken by the University to provide them with all the necessary information to attend, the Panel may review the case in their absence and decide an outcome based on the evidence and information available.
- 9.7. The Panel will usually be made up of three members of staff who are as follows:
 - a) The Chief Operating Officer (or suitable nominee), who will Chair the meeting.
 - b) A member of the University lecturing staff who is not involved in teaching the student.
 - c) The Student Union President or their nominee.
- 9.8. The Director of Student Mental Health or Wellbeing (or nominee) may also be invited to the meeting to give the Panel an overview of the concerns which led to the Stage 2 referral. Furthermore, they may provide guidance to the Panel on the level of support that the University can provide to the student. This allows the Panel to fully understand the feasibility of supportive measures that could be suggested or implemented as part of the hearing outcome.
- 9.9. If the student has brought a supporter with them to the hearing (3.4), the Chair will dictate how the supporter is able to interact with the meeting. However, the default position of the University is that the supporter is not permitted to represent the student. They cannot attend without the student, and they cannot answer questions or speak on the student's behalf. The supporter should seek permission from the Chair before asking their own questions to the Panel. The student and supporter are entitled to have time to confer during any meeting.
- 9.10. At the start of the hearing the Chair will inform the student of the following:
 - a) How the hearing will be structured.
 - b) The purpose of the Fitness to Study Panel hearing.
 - c) That the student will be entitled to a short break during the proceedings should they wish.
 - d) That the student will be informed of the outcome of the hearing within 5 working days.

- 9.11. During the hearing, the student will have reasonable opportunity to make their case and the Panel will have opportunity to ask the student questions.
- 9.12. At the discretion of the Chair, the hearing may adjourn pending submission of further evidence from a health professional.

Outcomes

- 9.13. Once the hearing has finished and the student is no longer present, the Panel will decide an outcome based on the information provided in the documentation and the FTS hearing. The Panel will make a reasonable and proportionate decision. In doing so, they will consider the following:
- a) Does the evidence and information suggest that there is a need for additional measures beyond the support that University support services would provide routinely or at Stage 1?
 - b) Based on the evidence and information put to the Panel: how likely are the student's actions to cause harm to the health, safety, or welfare of others and/or the student? If health, safety, or welfare are negatively affected, how severe is that affect likely to be?
 - c) How likely is the continuation of any evidenced behaviours which may carry risk to the health, safety and welfare of the student or others?
 - d) Have all relevant reasonable adjustments and/or individual support measures been considered and, where appropriate, implemented?
 - e) Where adjustments or individual support measures have been implemented, have they been given sufficient time to effect improvement?
 - f) Is there adequate evidence regarding the effectiveness of any adjustments and individual support measures implemented?
- 9.14. The Fitness to Study Panel does not have power to impose disciplinary action. Any decision to exclude, temporarily or permanently withdraw the student from the University will not be punitive. Such decisions are taken to protect the welfare, health or safety of the student, other students, staff, visitors, or Leeds Trinity property.
- 9.15. The FTS Panel may decide upon one or more of the following outcomes:
- a) **No further action required:** Any suspension or inclusion imposed as a precautionary measure under section 4 of this Policy is lifted. The student can continue to receive routine university support or support under Stage 1 of Support to Study as required.
 - b) **Conditional continuation as a student:** Continued status and presence as a student subject to the fulfilment of a reasonable course of action or treatment.
 - c) **Exclusion:** Complete, partial, or selective prohibition on access to Leeds Trinity facilities, potentially including termination of student's Residence Accommodation Agreement contract.

d) **Temporary Withdrawal:** Temporary prohibition on continuation as a student at LTU.

e) **Withdrawal:** The student is notified that they can no longer continue as a student at LTU and will be removed from their course.

- 9.16. Where b) is given as an outcome, the FTS Panel may reconvene after an appropriate length of time to review whether the student has fulfilled the required conditions. The reconvened Panel will be organised and administered under the directive of section 9 of this Policy. Where possible, the same panel will return for the reconvened meeting. Please see points 9.20 through 9.23 regarding review meetings.

Other arrangements to review whether conditions are being met may also be implemented by the Panel e.g. periodic updates from relevant staff members.

- 9.17. Where Exclusion c), or Temporary Withdrawal d) is given as an outcome, the extent of the exclusion or temporary withdrawal will be outlined to the student, in addition to the length of time the measures are initially intended to last for. In the case of Exclusion, arrangements for access to university counselling, finance advice, careers services and other relevant on campus services will be outlined to the student.

In relation to d), and in some cases c), the Panel will set out the need for a review meeting after a certain period, whereby, the student's fitness to return to study from temporary withdrawal, or reduce the limits of their exclusion, is assessed. Please see points 9.20 through 9.23 regarding review meetings.

- 9.18. Where e) is given as an outcome, the Panel should consider whether the student should be allowed to re-apply after a certain amount of time and what evidence they may need to provide that they are fit to return to study. A decision on their fitness to return would then be made by a Review meeting as outlined in points 9.20 through 9.23.

- 9.19. The outcome will be sent to the student within 5 working days of the FTS hearing and will include the reasoning for the decision and details on the student's right of appeal.

Review Meetings

- 9.20. Review meetings to assess the student's fitness to return to full study may be organised after an appropriate length of time of temporary withdrawal (outcome d), or in some cases exclusion (outcome c). Review Meetings can also be used after a Withdrawal (outcome e) if the student is given opportunity to reapply and demonstrate their fitness to return.

- 9.21. The review meeting will be administered under the same Policy directive as the original FTS Panel, with all the outcomes outlined in 9.15 available to the Panel. The review meeting will be comprised of the same members as the original FTS Panel where possible.

- 9.22. The student will be required to demonstrate improvements relating to the concerns that led to the previous outcome. This may include evidenced improvements to their physical, psychological, or emotional health. This may include a requirement

to submit medical evidence that they are fit to return to study. The student should also demonstrate engagement with any conditions or recommendations that the original FTS Panel had put forward in their outcome.

- 9.23. If the student is permitted to return to study, necessary support arrangements will be arranged and communicated to the student.

10. Appeals Stage and Case Closure

- 10.1. Students have the right to appeal against the decision of the Fitness to Study Panel or subsequent Review Meeting. Appeals must be made in writing to studentconduct@leedstrinity.ac.uk within 10 working days of the outcome being issued. Appeals submitted after this time shall not be considered. The student should include any and all evidence and information that they wish to be considered by the committee in their appeal email.
- 10.2. In an appeal against the decision of FTS Panel or Review Meeting, the student should outline the grounds for their appeal. The appeal will not be considered by the Appeal Committee if the student does not provide reasoning for their appeal. The appeal may also be dismissed if the basis of the appeal is evidence which the student is unable to provide in their appeal.

The Appeal Committee

- 10.3. The Appeal Committee will be organised by the Student Casework Team and will be comprised of three senior members of staff who have had no prior involvement with the case. Once the three members of staff have been appointed, the student will be informed of who is considering their appeal. As for FTS Panels, the Appeals Committee will not be sent sensitive case information for 2 working days after the student is issued the Committee membership, allowing them to object to any Committee members.
- 10.4. The Appeal Committee is given access to all documentation from the previous proceedings as well as all information included in the student's appeal.
- 10.5. The Appeal Committee can alter the outcome of the FTS Panel to another outcome outlined in 9.15 or adjust the terms of the outcome.
- 10.6. Each Committee member will read and analyse the case documentation and appeal submission independently before the Committee meets to discuss the case and decide upon an outcome.
- 10.7. When the Committee meets, they will consider the following statements to decide whether to uphold the appeal. The appeal will only be upheld, or upheld in part, if the Committee deems one or more of the following statements to be true:
- a) The case has not been handled in compliance with the Support to Study Policy and Procedure to an extent where it could be considered that the student's ability to receive a fair and just hearing or decision has been affected.

- b) New and relevant evidence which provides grounds to alter the decision has been put forward as part of the appeal which was not previously considered.
- c) The evidence and information provided in the FTS Panel was not considered in a fair and reasonable manner.
- d) The outcome given is not proportionate to the level of concerns.

10.8. Having considered the statements outlined in 10.7, the Committee shall then issue one of the following outcomes, usually within 15 working days of the appeal submission:

- a) **The appeal is upheld in its entirety:** the decision of the FTS Panel is dismissed. The student continues to be provided with support by the University.
- b) **The appeal is upheld in part:** the FTS Panel were right to have implemented measures due to concerns, however, the appeal has merit and there is a need to alter the decision of the Panel.
- c) **The appeal is dismissed:** the Committee finds none of the statements from 10.7 to be true and there is no reason to change the decision made by the Fitness to Study Panel.
- d) **More information required:** the Committee may decide that there is a need to hold a meeting with the student to ask further questions regarding the information in the appeal and allow the student opportunity to give further explanation.

10.9. Where d) is the outcome, the student will be sent a letter inviting them to attend a meeting with the Committee to answer some of their questions and provide further information. The student will be given 7 days' notice of the meeting.

If the student does not attend the meeting despite reasonable steps being taken by the University to provide them with all the necessary information to attend, the Committee may decide the appeal in their absence based on the information available.

10.10. Once the meeting with the student is complete, the Committee will select an outcome from 10.8 a), b) or c).

11. Case Closure

11.1. Alongside the receipt of the appeal outcome, the student will also receive a 'Completion of Procedures' letter.

11.2. If, on completion of procedures at the end of the appeals stage a student wishes to seek an independent external review, then the student should apply to the 'Office of the Independent Adjudicator' (OIA) within twelve months of the date of the 'Completion of Procedures' letter.

11.3. Information on how to submit an application to the OIA will be included in the completion of procedures letter.