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1. Introduction

Whatever your role at Oxford Brookes University - whether you are an academic tutor, or working in a professional services role, a student-facing service, or the Students' Union - this guide is for you. It is designed to ensure that you can quickly and confidently direct students to the advice and support they need, when they need it. Students who access timely specialist advice and support are more likely to have a positive student experience.

Oxford Brookes University and Brookes Union offer a range of support and advice on all aspects of student life, through the services we provide:

- Academic support
- Accommodation support
- Brookes Union Advice Service
- Careers
- Student Central
- Student Support Coordinators
- Upgrade
- Wellbeing - Counselling Service
- Wellbeing - Inclusive Support - Disability and Mental Health Service
- Wellbeing - Inclusive Support - Dyslexia/SpLD Service
- Wellbeing - Specialist Mentoring
- Wellbeing - Multifaith Chaplaincy
- Wellbeing - Student Welfare Team

Signposting Students - a guide for university staff outlines a series of student situations and suggests what to look out for when a student may be in need of additional support, provides practical guidance on what action you might need to take, and finally indicates what might happen once a referral is made.

We welcome your feedback about this guide. We know it does not cover everything, but hope it is a useful starting point for sharing information on how we can work together to support our students to succeed at Brookes. We will be reviewing and adding to it over time, so that it becomes your first reference point for all the information you need to assist students to access appropriate support.

Contact us at studentwelfare@brookes.ac.uk to let us know what you think about the guide, and what else you would like us to include in the future.

Acknowledgement: Adapted by Oxford Brookes University Student Welfare Team from materials produced by Northumbria University and the University of Worcester, with kind permission.
2. How to refer a student to support services

What do I need to know?

Throughout this document you will find information about where to refer students if they encounter specific difficulties or challenges. In many cases students are keen to resolve the difficulties they are experiencing, and raising the issue with a member of staff can be the first positive step towards getting things sorted out.

Some students, however, may be reluctant to access help and support. They may find approaching a member of staff or contacting support services challenging for any number of reasons.

If a student is perceived to present a risk to themselves or to others, confidentiality can be waived. In other cases, students have the right to choose who they talk to and what information can be shared, but signposting can be an effective way forward.

What could I do?

► If a student needs support from professional services

Reassure them that the Wellbeing services are there to support them, and encourage them to make contact, through telephone or email, where they can arrange access to a range of support.

🔗 They can phone 01865 484650 during opening hours (9:00am to 5:00pm Monday to Thursday, 9:00am to 4:30pm Friday)

✉️ email wellbeing-recpt@brookes.ac.uk

🔗 or visit the web pages at: www.brookes.ac.uk/students/wellbeing/ where they can find comprehensive information on all the available services.

This guide aims to help you to identify which service(s) may be most relevant to a student’s circumstances.

As well as Wellbeing services, there is a range of support available across the University - Student Support Coordinators in the faculties, Hall Wardens and Residences staff in Accommodation, Brookes Union Advice Service for independent practical advice, Student Central for registry functions, Upgrade for academic skills development and Careers for careers information and advice.

► If a student is reluctant to make contact directly with Wellbeing

Ask for the student’s permission to make contact on their behalf. With consent, you will then be able to inform a colleague in Wellbeing:

🔗 by phoning 01865 484650

✉️ or by emailing wellbeing-recpt@brookes.ac.uk

Ideally, students should seek support for themselves. However, sometimes your intervention on their behalf is the best way forward. In that case, you will need to seek their permission.
If you are not sure what would be the most appropriate way forward

You can contact the Student Welfare Team for advice:

👩‍❤️‍👨 by phoning 01865 484650
✉️ or by emailing studentwelfare@brookes.ac.uk

You can talk through the situation with them and can then decide how to proceed.

When a student requires another Brookes service

If a student requires support from a service that is not located in Wellbeing, you can locate a list of Brookes services here:

🔗 www.brookes.ac.uk/students

What happens next?

Students contacting Wellbeing will be guided to the appropriate support or provided with relevant information and advice. If your contact is on behalf of a student, and they have given permission to share information, the relevant service will follow this up and encourage them to engage with support.

However, without specific permission from the student, the service will not usually be able to update you on the support that has been provided, as this will be treated as confidential. It is important, though, to contact Wellbeing again if the situation does not improve. There are mechanisms, including Fitness to Study and Cause for Concern, where students who present serious concerns can be monitored and supported in a coordinated way.
3. Maintaining Boundaries

What do I need to know?

Setting and maintaining professional boundaries with students is an important part of establishing a supportive relationship, where the limits of your role and responsibilities are clear. Boundaries will vary depending on your role in a given situation; if, for example, you are meeting a student as an Academic Adviser, then this role should inform the extent of support and guidance you offer. For some colleagues this may be quite different from the relationship they might develop as a practitioner in their own area of expertise.

What could I do?

- **If a student makes frequent requests for meetings and other forms of contact**

  It is important to be clear as to your remit and to be confident to refer the student to other services that might be more appropriate to meet their needs at the time. This might be Student Central for administrative support or Wellbeing, for issues relating to emotional support and/or Disability/Dyslexia Services.

  The Student Welfare Team

  📞 01865 484650

  💌 email studentwelfare@brookes.ac.uk

  is available to discuss ways of dealing with the situation and can advise on internal and external referrals.

- **If a student contacts you outside working hours**

  If a student makes contact outside normal working hours, remind them of the usual ways in which they can arrange to speak to you.

  If a student discloses to you that they are going to harm themselves or others, tell the student that you will have to call the emergency services on 999 out of concern for their or others’ safety.

  Share this with your line manager as soon as possible in order to ensure that both you and the student receive the support you/they need.

  Students often have academic or personal/social issues they wish to discuss with tutors or other staff with whom they have developed trust. The extent to which requests are met is a matter for professional judgement. However, if a student asks for more than can be reasonably offered, it may be appropriate to suggest that they seek guidance/support from the University’s Wellbeing Service.

  Individual working hours may vary.

  If you access emails from students late at night, it would be helpful to delay delivery of any response until the next working day. IT Services can assist with specific settings/messages.

  It is university policy that you should never use a personal email account for conducting university business (please refer to the Information Security policy).
What happens next?

Due to the limits of confidentiality, if students access internal or external support services, those services will only be able to update you with the explicit permission of the students concerned.
4. Confidentiality

What do I need to know?

Confidentiality is an issue that concerns all staff. As the majority of students are aged 18 or over, they are considered adults. Staff are not legally permitted to discuss individual students, either verbally or in written communication, with a third party or divulge/disclose information. This includes parents/other relatives or any concerned other.

For further information, please click on the link to relevant Brookes policies:
www.brookes.ac.uk/staff/academic/academic-advising/essential-procedures/confidentiality/
and www.brookes.ac.uk/regulations/

What could I do?

▷ When a student begins to share sensitive information

Reassure the student that the information given will only be shared with appropriate services within Brookes, unless there is any risk of harm to themselves or another person.

If a student shares information with you regarding a sensitive situation and requires support elsewhere, it is important to gain their consent, preferably in writing, eg cc-ing a student into an email to a service, after verbal consent is given. You will need to inform the student what actions you will take when asking for their consent.

▷ When a student discloses a potential act of harm to themselves or another

Brookes has a duty of care to its students and the wider community. If there is a potential risk of serious harm and emergency services need to be called, staff can override confidentiality in the interests of safety.

It is always best if the student calls 999 themselves, but, if they are unwilling to, tell them you will contact the emergency services on their behalf.

For advice/support on serious concerns contact the Student Welfare Team:
📞 on 01865 484650
✉️ or email studentwelfare@brookes.ac.uk
or the Case Conference Group at
✉️ case-conference@brookes.ac.uk
Inform Security on 01865 483060 of any call to emergency services to any university campus. Security is available 24 hours a day, 7 days a week.
If the police contact you and ask for information about a student

Do not give out any information. Refer the police to Student Central:

✉️ studentcentral@brookes.ac.uk

The police are required to complete a specific form to request information from the University. This will be dealt with by Student Central colleagues.

When you are unsure about whether or not to maintain confidentiality

You can contact the Student Welfare Team

📞 on 01865 484650
✉️ or email studentwelfare@brookes.ac.uk

to discuss your concerns in a 'no names' consultation.

If the student is assessed as at serious risk of harm to themselves or others, confidentiality will need to be broken as part of our duty of care to the Brookes community.

What happens next?

If students disclose an issue that would be more appropriately dealt with by another internal or external service, the hope is that they will choose to access the relevant service. The Student Welfare Team can advise staff as to services that might be appropriate.
5. How to respond when a relative/friend/member of the public contacts you about a student

What do I need to know?

Relatives, friends and other third parties often contact the University to ask for information about students. Because we have a duty under the Data Protection Act 2018 to protect the privacy of our students, we are not permitted to disclose any information about them, even to their parents, without specific authorisation in advance from the student. This includes not being able to confirm whether the student is, or has been, studying at the University. We can, however, provide general information about support services available to students.

What could I do?

▶ If a relative/friend/member of the public contacts you and asks you about a student

Explain that we are not able to discuss individual students as they are independent adults and we have a duty to protect their privacy.

Keep any discussion general, referring to policies, procedures and support services, but avoiding any reference to individual students, eg “I can’t talk about an individual student, but I can tell you that students are welcome to talk to me if they have concerns about their studies.”

▶ If a relative/friend/member of the public is concerned about lack of contact from a student or about their wellbeing/mental health

Explain that there could be a number of reasons why they might not be in touch. Suggest they keep trying to get in touch, and if they are very worried, advise them to contact the Student Welfare Team

📞 on 01865 484650
✉️ or email studentwelfare@brookes.ac.uk

Tell them that there is a great deal of support available for students, which they can access on the Wellbeing website:

🌐 www.brookes.ac.uk/students/wellbeing/
If a relative/friend/member of the public is contacting you urgently outside normal working hours with their concerns.

If the concern relates to a student living in halls, ask the relative/friend/member of the public for their permission for a member of staff to make contact with the student. If the caller does not give permission, but the situation appears to be one in which the student or another person could be at risk of immediate harm, ask the hall staff to try and make contact with the student.

If the situation appears to be an emergency, advise the caller to contact 999.

If the concern relates to a student living in privately-rented accommodation, advise the caller to contact the emergency services on 999 if it is an emergency. Otherwise, advise the caller of out of hours support.

Wellbeing services do not operate out of hours, but callers can be advised as to both out of hours services and those operating in office hours. Reassure them that there is support available, but they need to give permission for the student to know that they have been in contact.

Out of hours support:
The Samaritans - 116 123
Oxford Nightline - 01865 270270
Non-emergency health issues - 111
Non-emergency police - 101

If a relative/friend/member of the public is contacting you about a student’s finances, living circumstances, course or other university matter

Advise the caller that you cannot give out any information about the student, but you can advise the caller as to the support that the student can access.

Refer to the information on the Brookes website about both practical and emotional support:

Brookes Union Advice Service
Student Central
Student Support Coordinators
Wellbeing

What happens next?

Any member of staff who has had a call from a relative/friend/member of the public and wishes to talk this through can contact the Student Welfare Team to discuss next steps.

If you refer the caller to the Student Welfare Team, they will be able to provide reassurance to the caller about support that is available to students. Feedback on the student’s engagement with support services will not be given to the relative/friend/member of the public unless the student has given explicit permission.
6. When a student has a disability, dyslexia or long term medical condition

What do I need to know?

Under the Equality Act 2010 it is a legal requirement for Universities to provide reasonable adjustments to enable students with disabilities to access their course. At Brookes approximately 12% of our student population are registered with the Student Disability Service and Dyslexia/Specific Learning Difficulties Service, which are part of Brookes Wellbeing.

The advisers provide a supportive space for students with a range of disabilities including:

- Physical and sensory impairments
- Autistic Spectrum Disorders such as Aspergers
- Mental Health conditions
- Long term medical conditions
- Dyslexia and Specific Learning Difficulties such as Dyspraxia and Attention Deficit Hyperactivity Disorder (ADHD)
- Those who do not have a formal diagnosis, are newly diagnosed, or become unwell whilst at university

The services provide an inclusive environment to enable students with disabilities to become independent learners.

What could I do?

- **If a student says they have a disability, but have not formally disclosed it**

  Encourage the student to refer themselves to the Disability Service by completing the Self-Referral Form at [www.brookes.ac.uk/students/wellbeing/disability/](http://www.brookes.ac.uk/students/wellbeing/disability/) or by emailing disabilitysupport@brookes.ac.uk

  The student will be invited to an appointment with a Disability Adviser, who will discuss their needs and any reasonable adjustments that might be appropriate.

- **If a student has a dyslexia or ADHD diagnosis and has not registered with the service**

  Encourage the student to register with the Dyslexia/Specific Learning Difficulties (SpLD) Service on 01865 484653 or dyslexiaspld@brookes.ac.uk

  The Dyslexia/SpLD Service will confirm whether the report meets Brookes’ criteria and will arrange an appointment to discuss next steps and appropriate support.
If a student thinks they may be dyslexic, dyspraxic, have Attention Deficit (Hyperactivity) Disorder or Dyscalculia

Encourage the student to book an appointment for an initial screening for dyslexia/SpLD by contacting the team on 01865 484653 or by emailing dyslexiaspld@brookes.ac.uk

If a student has a long-term (12 months or more) mental health diagnosis and has not disclosed this before

Encourage the student to refer themselves to the Disability Service by completing the Self-Referral Form at: www.brookes.ac.uk/students/wellbeing/disability/ or by emailing disabilitysupport@brookes.ac.uk

Sometimes students with a mental health condition do not know that they can register with the Disability Service in order to discuss appropriate reasonable adjustments and be assessed as to suitability for regular mentoring.

What happens next?

A member of the team will get in touch with the student and will look at:

- Adjustments to learning, teaching and assessment methods
- Disabled Students’ Allowance, which may recommend Specialist Equipment, including Assistive Technology and Non-Medical Helpers such as Specialist Mentoring and Specialist Study Skills
- The Adviser may write an Inclusive Support Plan with the student, which is sent to academic staff, detailing the reasonable adjustments required
- The Adviser may consider adjustments to accommodation and access issues
- The Adviser may be able to advise on other services that the student can access both within the university and externally.

For more information access the websites:

- www.brookes.ac.uk/students/wellbeing/disability/
- www.brookes.ac.uk/students/wellbeing/dyslexia-spld/
7. When a student has a mental health or emotional difficulty

What do I need to know?

According to the University Student Mental Health Survey 2018, a large scale study into the prevalence of student mental illness within UK universities, more than 20% of students have a current mental health diagnosis. The most common diagnoses are depression and anxiety disorders, and more than half of those with a current condition have complex diagnoses. More than one-third (33.9%) of respondents had experienced a serious personal, emotional, behavioural or mental health problem for which they needed professional help.

Feelings such as anxiety, low mood, or of not fitting in can affect us all from time to time, but when they start to have an impact on a student’s studies and day-to-day life, the student may benefit from support from Wellbeing and/or external services.

What could I do?

▶ When a student requires support, but is not at immediate risk

Ask the student if they have registered with the Disability Service. The Disability Service works with students who have an ongoing mental health condition and can, with medical evidence, identify appropriate reasonable adjustments for the student.

Suggest the student might wish to consider completing an online registration form for the Brookes Counselling Service.

The counselling service offers a range of interventions, including telephone triage, talks, group work, and one to one counselling as well as a bank of self-help resources and/or up to 6 sessions of one to one solution-focused counselling.

The Student Welfare Team works with students about whom there are serious concerns

📞 Phone 01865 484650
✉️ or email studentwelfare@brookes.ac.uk

Advise the student that they can also make a GP appointment. Many of our students are registered with the Brookes Medical Centre.

If they need out of hours support, there are out of hours listening and support services including:

📞 The Samaritans - 116 123
📞 Oxford Nightline - 01865 270270
📞 NHS non-emergency service - 111
If a student is not able, or willing, to engage with Wellbeing and you need advice on how to proceed

You can speak with the Student Welfare Team

📞 on 01865 484650

✉️ or email studentwelfare@brookes.ac.uk
to discuss possible ways forward.

There is a range of Wellbeing talks available to students throughout each semester:
www.brookes.ac.uk/students/wellbeing/counselling/talks/
as well as a bank of useful resources on the Counselling website:
www.brookes.ac.uk/students/wellbeing/counselling/coping-well/

If, at any time, you become aware of a student who is at imminent risk of harming themselves or others

If a student tells you that they are at imminent risk of harming themselves, try and encourage them to call 111 (NHS) or the emergency services on 999. If they are unwilling to do so, explain that the University has a duty of care to them and you will have to call 111 or 999.

If they leave, inform the emergency services of their last known location. Call Security on 01865 483060 to let them know that you have called the emergency services.

If you wish to and are in a position to seek advice/support, call Wellbeing on 01865 484650 in office hours and ask to speak to a member of the Student Welfare Team.

If a student is at imminent risk of harming others, alert Security on 01865 483060, who will aim to attend the location and support you.

If you can, leave the student and, together with all those in the room, vacate the area as calmly and quickly as possible.

If, at any time, you become aware of a student who is at imminent risk of harming themselves or others

It is unlikely that you will find yourself in such a situation, but it is best to be prepared for all eventualities. The Student Welfare Team can be contacted for advice or an offload, and staff can refer themselves to Occupational Health for further support as/if necessary.
**What happens next?**

The **Disability Team** will arrange to meet with the student to discuss their ongoing mental health condition and the provision of reasonable adjustments.

Once a student completes a Counselling referral form, the **Counselling Team** will normally contact them within five working days, after which the student’s support needs will be assessed through a telephone triage appointment with a counsellor, and appropriate support offered. This may vary from a one-off workshop to up to six individual solution-focused sessions with a counsellor. Waiting times for support sessions will vary depending on the time of year and the student’s availability, but if their need is assessed as urgent, an appropriate plan will be put in place quickly, including external (NHS) support if necessary.

The **Student Welfare Team** can usually arrange to see students in crisis within 24 hours and can offer a brief, solution-focused intervention.

When appropriate, any of the above teams will liaise with NHS services to try and ensure that the needs of students with mental health conditions are met through relevant NHS provision.
8. When a student is in distress

What do I need to know?

Most people experience some level of emotional distress at various points in their lives, and university life is likely to bring some additional challenges. Usually difficulties can be resolved by the student talking them through with their family and friends, or, in the case of academic concerns, with their Academic Adviser or Student Support Coordinator.

If you are faced with a student who is distressed, making time to listen and take them seriously may be enough to help them to feel better and start to work out what course of action they might take.

Be aware of your own limits and boundaries relating to your role in the University. You are not solely responsible for the student’s emotional state, and you are not expected to provide support beyond your expertise, training and resources.

What could I do?

- If a distressed student asks to talk to you

  Acknowledge the student’s distress and reassure them that you want to support them. Find a quiet space to talk with them.

  If the student phones you, encourage them to confirm where they are and who they are with.

  Listen objectively, and take their concerns seriously. Give them space to explain what is going on.

  Set a timeframe for the meeting, and explain that your discussion will be kept confidential to those that need to know unless you believe that anyone is at risk of harm.

  Encourage the student to use Brookes’ support services, such as Wellbeing, Student Support Coordinators, Hall Wardens. If appropriate, agree a time to follow up with the student, or make a note to check on them later to see how they are and if they need further support.
If the issue is outside your expertise and/or needs specialist intervention

Explain to the student that the issue is outside your expertise and encourage them to contact the Student Welfare Team

📞 on 01865 484650
✉️ or email studentwelfare@brookes.ac.uk

who can signpost to appropriate support services and/or work with the student on a short term basis before referring on if necessary.

If the student does not wish to contact the Student Welfare Team directly, you can contact them with the student’s permission. The Student Welfare Team will then make contact with the student and offer an initial appointment.

If the student is very distressed

It is important that you remain calm, listen attentively and continue to maintain professional boundaries. When appropriate, encourage the student to seek specialist help, such as through

- the GP
- the Brookes Counselling Service,
- or the Student Welfare Team

📞 on 01865 484650
✉️ or by emailing studentwelfare@brookes.ac.uk

If it appears that the student is at immediate risk of harm and does not wish to access support themselves, contact 111 (NHS) or emergency services on 999.

If the student is on campus, contact Security on 01865 483060 to notify them of your location, your name and the name of the student if the emergency services are on their way. Security can then direct the emergency services to the location.

What happens next?

You may wish to talk to a line manager or colleague after a difficult conversation. It may also be helpful to make a note of what was said so that you can refer back to it later if necessary (store notes securely).

If some specific guidance would be helpful or you would like to offload, contact the Student Welfare Team

📞 on 01865 484650
✉️ or email studentwelfare@brookes.ac.uk
9. When a student is concerned about another student

What do I need to know?

Sometimes a student may come to you with a concern for another student. Similar to when a parent/other relative makes contact about a student, we have a duty to protect the privacy of students, even from students they may work with or know, so we are only able to listen to the concerns and not share any information about the student of concern. Students may raise concerns about another student’s change in behaviour, appearance or the fact that they have not seen them for some time, for example.

What could I do?

▸ When a student comes to you sharing their concerns about a student

Explain to the student that you are able to listen to their concerns, but will need to maintain confidentiality about the student of concern even if both of you know the student.

You can contact the Student Welfare Team

📞 on 01865 484650
✉️ or email studentwelfare@brookes.ac.uk

to talk through concerns you might have and ways to address these.

You can suggest to the student who has come to you that they speak with the student of concern and advise them of the support available.

You can advise the student to contact the Student Welfare Team

📞 on 01865 484650
✉️ or email studentwelfare@brookes.ac.uk

who can explore options with the student and decide on a way forward.

If the student would like you or another member of staff to contact the student of concern, you can only do so if the student gives permission for you to use their name, ie “I am contacting you because student X is concerned about you”.

▸ When a student needs support in dealing with concerns about another student

With the student’s permission, refer the student to the Student Welfare Team

📞 on 01865 484650
✉️ or email studentwelfare@brookes.ac.uk

If you email the Student Welfare Team and cc the student into the email, this is a way of ensuring transparency.

It can be helpful for the student who is concerned to talk through the impact on them and what they can do to minimise the effect on their life and studies.
What happens next?

This depends on whether the student who is bringing the concern is willing to be named. Ideally, both students would be appropriately supported, but sometimes the only action that can be taken is indirect monitoring of the situation.

If the student who is concerned is reporting a situation that suggests there is a potential high risk of harm to others, confidentiality would be need to be waived in the interests of public safety.
10. When a student is experiencing conflict in accommodation, on their course or in social activities

What do I need to know?

Most of us will experience conflict in our lives at some point or another and with varying degrees of impact. For students conflict can arise in different ways and may affect how they interact with their peers, flat or housemates, friends, family and lecturers. Ongoing disputes can be stressful and tiring. Students experiencing persistent and ongoing conflict may disengage, withdraw from contact with specific people on their course or avoid working with specific groups. They may mention that they don’t like to spend time at their accommodation or that they are spending an increasing amount of time going home at the weekends.

What could I do?

▸ If the issue is related to ‘practical’ issues (eg disputes over messiness in accommodation)

Suggest that the student can contact the Student Welfare Team

📞 on 01865 484650

✉️ or email studentwelfare@brookes.ac.uk

who can discuss options with the student.

If the student is living in Brookes accommodation, they can contact the Accommodation Bureau

📞 on 01865 484660

✉️ or accomm@brookes.ac.uk

It may be that the student is able to resolve the dispute by talking in a safe space with their housemate.

The Accommodation Bureau may be able to arrange an informal mediation meeting if the student is unable to resolve the issue themselves.

▸ If the student needs support with managing the stress of the situation

Listen to the student’s concerns and what is troubling them. You can refer the student, with their permission, to the Student Welfare Team

📞 on 01865 484650

✉️ or email studentwelfare@brookes.ac.uk

or the student can contact the Student Welfare Team themselves.

The Student Welfare Team can suggest onward referral as necessary/appropriate to the situation.
If there is a reason to think there is a conduct breach by another student

If the student lives in university-run accommodation, then an option is for the student to contact Accommodation staff at accomm@brookes.ac.uk.

If the student wishes to make a formal complaint because they believe the other student(s) is in breach of the student conduct regulations, the student can complete a Student Conduct Report Form, and the case will be investigated by the Student Investigation and Resolution Team (formerly called the Student Disputes Team).

If the student lives in halls, they can report to their halls reception; if the student lives in a university-owned shared house, they can contact the Accommodation Bureau on 01865 484660 or accomm@brookes.ac.uk.

If the student wishes to discuss their options more fully, they can contact the Student Welfare Team on 01865 484650 or email studentwelfare@brookes.ac.uk.

If there are issues with a landlord in the private-rented sector

The Brookes Union Advice Service (BUAS), which is independent of the University, offers free, confidential and independent advice to students about a number of areas, including accommodation. Students can contact BUAS.

BUAS can help students with contracts, disputes and problems with landlords.

What happens next?

Accommodation, the Student Welfare Team or BUAS will offer support and explore options with the student. If the dispute or conflict is with a non-student, the student will be supported to explore different ways to manage and, hopefully, to resolve the issues they are experiencing. Students can also refer themselves to the Brookes Counselling Service if the conflict is causing particular anxiety or distress.
11. When an international student needs support

What do I need to know?

At Oxford Brookes 18% of our students are international students from 140 countries. Settling in a new country, making new friends and adapting to different styles of studying can be a challenge. You may notice international students who seem to be struggling to integrate, have few friends, are withdrawn, struggling with their studies or experiencing culture-shock.

It can be difficult to ask for support in a foreign country, and to know what to expect, so encouraging international students to access support is really important. Barriers to accessing support could include cultural expectations, fears about the consequences of asking for support and/or that confidentiality could be compromised.

What could I do?

▶ When an international student appears isolated/low/homesick/their attendance drops

Encourage them to seek support and explain that it is ok to do so. Student Support Coordinators could be a suitable first point of support.

Depending on the nature of the concern, the International Student Advice Team, Hall Wardens, the GP, the Chaplaincy, Counselling Service or the Student Welfare Team might be appropriate onward referrals.

The Chaplaincy run an International English Club every Monday from 7.45pm - 9.45pm throughout each semester.

▶ When there is a visa-related query

Advise the student to contact the International Student Advice Team (ISAT)

📞 on 01865 484681
✉️ or email isat@brookes.ac.uk

ISAT provides advice and guidance on visa-related queries, as well as useful information about living in the UK.

What happens next?

Hopefully the student will access appropriate support. There are also a range of societies/clubs that students can join, which may reduce feelings of isolation. The International Student Advice Team run a programme of arrivals activities for international students, and social events and trips throughout the year, as well as a Global Buddies programme.
12. When a student needs help with their academic development or study skills

What do I need to know?

It is not unusual for students to struggle with their studies and assignments, whether they are joining university straight from school or returning to study after some time. There is a range of academic support available for students who are struggling academically.

What could I do?

► If a student needs help with their academic development

Suggest they contact their module tutors and/or encourage them to engage with Upgrade. Students can book appointments with Upgrade and there is a wealth of resources on the Upgrade pages of the website.

Module tutors have subject-specific expertise, whilst Upgrade can help students to improve their academic literacy through 1:1s, workshops and online resources.

► If a student wants 1:1 support in their academic writing

Direct them to Upgrade for a 30-minute 1:1 tutorial or to sign up for a class or workshop in English for Academic Purposes.

It is important that students understand that the university does not offer a proofreading service. However, Upgrade can help people to develop their academic voice through improved planning, and offers workshops and modules specifically for people with English as an additional language.

► If a student is looking for study skills resources

Direct them to the A-Z of study skills on the Upgrade pages of the Brookes Website.

Depending on the query they might also want to consult the Library’s Teach Yourself pages.

Students might usefully be encouraged to supplement this with a 1:1 tutorial or attendance at a workshop.
If a student has a Specific Learning Difficulty such as Dyslexia, or thinks they might

Specialist support is available through Wellbeing’s Dyslexia and Specific Learning Difficulties Service. This can include 1:1 Study Skills support from specialist tutors.

Students can register with the service for a screening assessment if they think they might have Dyslexia or another Specific Learning Difficulty.

What happens next?

Students attending Upgrade will be signposted to specialist tutors / courses / resources to help them develop their academic literacy.
13. When a student is considering withdrawing from the University

What do I need to know?

Students considering withdrawal may seem anxious or distracted, may be less engaged with their studies or their peers, and may be missing lectures or other university commitments. Some students who say they want to leave may decide to stay after talking through their concerns with appropriate staff. Whatever they decide to do, it is important that they are fully informed of their options and the support available to them so that they can make an informed choice that is right for them.

What could I do?

▶ If the reason is to do with their academic course and the student wants to speak to someone about their options and next steps

Advise them to meet with a Student Support Coordinator and/or their Academic Adviser to discuss the situation. The Student Support Coordinator or Academic Adviser can talk through their concerns and advise them of their options, including, for example, whether they wish to change course/modules, take Approved Temporary Withdrawal, apply for Exceptional Circumstances, or continue with their course.

▶ If they wish to leave for non-academic reasons

Advise the student to contact the Student Welfare Team on 01865 484650 or email studentwelfare@brookes.ac.uk. The Student Welfare Team will offer an appointment, explore the issues, and provide information and support for the student to make the right decision for their circumstances.

The student might also wish to discuss their concerns with a Student Support Coordinator, Hall Warden, Academic Adviser or the Disability Service, for example, all of whom can signpost to relevant internal services.
If the reason is finance-related

Advise the student to make an appointment with the Brookes Union Advice Service (BUAS)

📞 on 01865 484770
✉️ or suadvice@brookes.ac.uk

and/or to complete a Financial Support application form.

The Brookes Union Advice Service offers advice and support regarding financial issues.

The primary purpose of the University’s Financial Support Fund is to relieve financial hardship which might impact on a student’s participation in higher education at Oxford Brookes and to help them remain at the University.

If a student wants to withdraw immediately

Encourage the student to talk the situation through with their Academic Adviser, Student Support Coordinator or the Student Welfare Team and emphasise that there is support available.

If the student decides to withdraw, undergraduate students need to complete a M200 Permanent Withdrawal Form and other students a Form F200.

If a student withdraws within four weeks of the start of the semester, the University will usually refund the tuition fee.

A new student enrolled in their first semester of study may wish to defer their place until the next available admission point. In this case, they will need to email their request to admissions@brookes.ac.uk

Continuing students may decide to take a period of Approved Temporary Withdrawal. This gives them the option of returning to their studies within a year.

International students on a Tier 4 visa will need to contact the International Student Advice Team to seek advice about the visa implications of withdrawal, deferral or Approved Temporary Withdrawal.

What happens next?

If the student decides to leave and completes the M200 or F200 form, they will be required to settle any outstanding debts they have with the University.

If they decide to stay, it is hoped that they will be referred to and access appropriate support.

If they take a period of Approved Temporary Withdrawal, they will be expected to return within a year. There may be occasions when a student has taken Approved Temporary Withdrawal as a result of a Fitness to Study or Fitness to Practice process and conditions may be attached to their return, such as providing medical evidence as to their fitness to study/practice.
14. When there is a case of Exceptional Circumstances

What do I need to know?

Sometimes students will be affected by serious personal difficulties which can affect their ability to study or undertake assessment. The Exceptional Circumstances (EC) policy is designed to ensure that students are not unfairly disadvantaged in these circumstances.

The University considers an Exceptional Circumstance to be:

- personal circumstances which are out of the control of the student and which the student could not have prevented or accommodated, and
- they must have had a significant and demonstratively negative effect on the student’s ability to study or undertake an assessment and
- the timing of the circumstances must be relevant to the claimed impact.

A new Exceptional Circumstances policy will go live on 1st September 2019 and advice and guidance about the new policy will be available on the website:

www.brookes.ac.uk/students/your-studies/exceptional-circumstances/

What could I do?

▶ If a student approaches you regarding being unable to meet a deadline for an assessment/take an exam

Acknowledge the student’s situation and find a quiet place to discuss it with them.

Advise them that there is a process in place and that they will receive assistance in navigating it.

Student Support Coordinators and the Brookes Union Advice Service (BUAS) will be in a position to advise on the new Exceptional Circumstances process.

▶ If you feel the issue is outside your expertise or you are not comfortable navigating the process

Explain clearly to the student that the situation is outside your area of expertise, but that specialist help is available.

Refer students to their Student Support Coordinator or the Brookes Union Advice Service (BUAS)

📞 on 01865 484770
✉️ or suadvice@brookes.ac.uk
If the student is distressed

It is important that you remain calm and maintain professional boundaries. When appropriate, remind the student of the support available, including Student Support Coordinators, BUAS and the Student Welfare Team. Sometimes students will present in high levels of distress.

Listening and directing them to appropriate support can be immensely valuable.

What happens next?

The student will be informed of the outcome of the Exceptional Circumstances application, and hopefully will engage in support offered to address the exceptional circumstances.
15. When there are concerns about the impact of a student’s health on their studies (Fitness to Study)

What do I need to know?

Sometimes students will not be progressing through their studies as well as expected, or may be behaving in a way that is out of character and/or disruptive to others. If you think that the lack of progress could be attributable to a physical or mental health issue that is not being addressed, or that the student appears to present a risk to themselves or others due to a physical or mental health issue, then the Fitness to Study process can be started.

The Fitness to Study process is not appropriate for students who are failing in their studies, but who do not have a physical or mental health issue that could be attributed to their lack of progress.

The Fitness to Study process is principally designed to be supportive of students who face difficulties that may result in their actions or behaviour giving other members of the university community cause for concern in the broadest sense (E8 1.2). The policy applies to the whole university experience and is not restricted to academic progress only.

What could I do?

- If you are concerned that a physical or mental health issue is significantly impacting on a student’s academic progress

  If you know the student, you can invite them to an informal meeting at Level 1 Fitness to Study to discuss your concerns, hear from the student, formulate an action plan and set a review date. This can be done jointly with another staff member(s).

  See E8 Fitness to Study Policy

  The meeting is intended to be conducted in a ‘supportive and understanding manner’. There is a template invitation letter available through contacting Wellbeing

  ☎ on 01865 484650

  🅱️ or wellbeing-recpt@brookes.ac.uk

- If you are concerned that a student’s behaviour is impacting negatively on other students and/or staff and it is a result of health issues

  You can invite the student to a meeting at Level 1, as above, or, if you consider that the matter is too serious for an informal process, you can contact the Deputy Director, ASA, Student Services, who will invite the student to a Level 2 meeting.
The outcome of this meeting will either be an action plan with a review date, a mutual decision that the student will take time out, or a recommendation that the case be considered by a Case Review Group (CRG), who will make a decision after reading the report of the Deputy Director.

If you would like to discuss your concerns prior to instigating the Fitness to Study process, you can speak to Tania Wickham, Student Welfare Manager

📞 on 01865 484650

or by emailing

✉️ studentwelfare@brookes.ac.uk

or Chris Tuck, Deputy Director, Student Services

✉️ by emailing ctuck@brookes.ac.uk

If the behaviour is not related to a health issue, the disciplinary route may be more appropriate.

▶ If a student has been granted regular disregards due to health issues and you are concerned at their continued lack of progress

You can initiate a Level 1 or 2 Fitness to Study meeting as above.

If a student is failing in successive years, this needs to be addressed.

▶ If a student’s behaviour suddenly becomes exceptionally disruptive/risky due to a health issue

If a student’s behaviour is such that they are putting themselves and/or others at risk, the Academic Registrar can suspend the student for a maximum of four weeks on the recommendation of the Deputy Director, Student Services.

Sometimes a student may become seriously mentally unwell very quickly and it is appropriate for the student and the university community that they are suspended for their and others’ safety.

What happens next?

Sometimes a Level 1 Fitness to Study meeting and associated action plan can lead to a successful outcome. In other cases, it may be that the student needs to take time out to recover. Before their return they will likely be asked to present a medical assessment of their fitness to return to study.

For further details please read E8 Fitness to Study Policy
16. When a student has a query related to faith, belief or religion

What do I need to know?

Coming to university can be a time when students have the freedom to question and explore their beliefs. They may also want to learn more about the world around them and their place within it. Faith and belief is an important part of that process for people arriving of any faith or none.

The Multifaith Chaplaincy is part of Wellbeing, and is available to students of all faith and none for spiritual and/or pastoral support. As a university we also need to respond to practical requests regarding faith observance and accommodate reasonable adjustments.

What could I do?

▶ If a student wants to talk to someone about faith, belief, religion, bereavement, or spiritual support

Encourage them to contact the Multifaith Chaplaincy on 01865 484690 or chaplaincy@brookes.ac.uk

If they have a specific Chaplain they would like to contact, their contact details can be found at: www.brookes.ac.uk/students/wellbeing/chaplaincy/team

There is a list of local faith communities on the website: www.brookes.ac.uk/students/wellbeing/chaplaincy/oxford/

The Chaplains can also advise about finding a local faith community, and offer introductions.

▶ If a student is looking for prayer or quiet spaces within the University

Harcourt Hill
The Westminster Chapel is available for use, and a dedicated prayer room with washing facilities is in the vestibule.

Headington
The Multifaith Chaplaincy is available to all. The Inner Room and Reflection Room are dedicated prayer and quiet spaces, and the Garden Room may be used for quiet socialising or study when it is not in use.

Swindon
There is a Prayer & Quiet Room in the Joffe building.

Wheatley
The Prayer & Quiet Room is in H-Block, room H105, opposite the Refectory.

Marston Road
A small multifaith quiet room is available in the School of Health and Social Care at Marston Road in MR1.63.

Reassure students that these rooms are for people of all faiths and none.
If a student is in need of adjustments for faith or belief

Examination timetable
Students should register their belief with the Examinations Team by week 3 of the semester in which they are to take their exams.

Other needs
Students can be referred to Student Central for other academic adjustments.

The E18 Religion and Belief Policy outlines current university policy and practice.

If a student is looking for social opportunities

The Multifaith Chaplaincy website:
www.brookes.ac.uk/students/wellbeing/chaplaincy/
lists activities that are taking place. In addition to worship, activities include discussion groups, opportunities to practise spoken English, and craft afternoons.

For up-to-date information, check the Multifaith Chaplaincy’s Facebook or Twitter pages.

What happens next?

Members of the team can offer support in finding a faith community locally, or signpost to other services if additional support is needed.

As well as one-to-one support, group activities in the Multifaith Chaplaincy include discussion groups, worship, meditation, opportunities to practise spoken English, and craft afternoons.

The Multifaith Chaplaincy is available to staff as well as students.
17. When a student is undergoing gender transition

What do I need to know?

The number of trans and non-binary students who seek help with gender transition or who are questioning their gender at the University has increased in line with the national trend.

Not all students who identify as transgender will ask for the same level of support; however, the University is able to offer services to anyone questioning their gender identity or in the process of gender reassignment.

What could I do?

► If a student approaches you to discuss gender transition

Remain neutral in your response.

Listen to the person - a non-judgemental ear will help considerably.

Respect their boundaries regarding any questions which might be considered personal.

Encourage the student to contact Wellbeing on 01865 484650 or email edi@brookes.ac.uk after which the student will be offered relevant support.

► If a student discloses that they are considering gender reassignment or have started the process

It will help to ask what they may need to help accommodate them, including preferred name and pronoun (eg she/her, he/him, they/them). This may change over time, so staff should be prepared for these to be amended.

Gender reassignment is one of the protected characteristics under the Equality Act 2010.

Some students will wish to keep their decisions and plans private, or restrict those who know about them; others may wish to disclose to their peers. It is best to discuss with the student and agree a plan that suits their circumstances.

Adjustments may need to be considered if the student opts for medical treatment (hormones and/or surgery) which could affect their studies.
If a student has partly or fully transitioned

Use their preferred name and pronoun.

Respect their privacy and don’t tell others about their trans status without their express permission, and for a legitimate purpose.

At an appropriate point, and with their permission, it will be necessary to update records to reflect the student’s current name and gender.

They can use the S170 Form to change their name, which is available from Student Central

📞 on 01865 483455
✉️ or at studentcentral@brookes.ac.uk

What happens next?

Students referred to edi@brookes and/or Wellbeing will be offered support to suit their needs, which may change over time.

Support staff can help them to liaise with Student Central over any changes to name and/or gender in the central records. They can also advise on external support services.

The Brookes link below includes some useful information:
www.brookes.ac.uk/staff/human-resources/equality-diversity-and-inclusion/equality-groups/transgender/
18. When a student is a care leaver, student carer, or estranged from their family

What do I need to know?

Students who are carers, care leavers or are estranged from their parents may not disclose this to you directly. They may imply this by suggesting that they do not have the traditional support network that other students have, or by being vague about their plans for holiday periods or occasions when other students might be returning to their family homes.

Students with caring responsibilities may sometimes miss lectures, or be unable to keep up with assignment deadlines. They may be combining caring with part-time work as well as their study, and could be struggling financially.

What could I do?

- If a student tells you that they are a care leaver, carer or estranged from their parents

Remain supportive and neutral, avoiding being overly sympathetic or offering additional support that may be inappropriate. Each student’s situation will be different.

Make sure the student knows that this is a diverse community, and that there is a range of support available to all students, whatever their background or circumstances.

- If a student wants to speak to someone or would like some support

For care leavers, suggest that the student contacts the Wellbeing Service Manager

Call 01865 484650

For estranged students and student carers, suggest that they contact the Student Welfare Adviser

Call 01865 484650

Information regarding care leavers can be found at: [www.brookes.ac.uk/studying-at-brookes/schools-and-colleges/pre-16/support-for-care-leavers/](http://www.brookes.ac.uk/studying-at-brookes/schools-and-colleges/pre-16/support-for-care-leavers/)

Estranged students at: [www.brookes.ac.uk/students/wellbeing/estranged-students/](http://www.brookes.ac.uk/students/wellbeing/estranged-students/)

And student carers at: [www.brookes.ac.uk/students/wellbeing/student-carers/](http://www.brookes.ac.uk/students/wellbeing/student-carers/)
If a student says they do not have a home to return to during the summer break

Advise them to contact the Accommodation Bureau on 01865 484660 at accomm@brookes.ac.uk or by visiting the Lloyd Building between 9.00am-4.30pm, Monday to Thursday and 9:30am-4:00pm on Friday.

Brookes accommodation may be available for the summer period, and it might be possible for students to apply for Financial Support to cover the additional costs.

Some Halls of Residence have 50 week contracts available. All estranged students are entitled to guaranteed accommodation in our halls of residence for 52 weeks as long as the eligibility criteria is met.

What happens next?

The Student Welfare Adviser will discuss with estranged students and student carers the level and type of support that they would like. This might be regular one-to-one meetings or may just be having a named contact should they need someone to talk to.

The Student Welfare Adviser can also provide information on other services that the student may wish to refer to such as Counselling, Brookes Union Advice, Financial Support and the Multifaith Chaplaincy.

The Wellbeing Service Manager will provide relevant advice and support to care leavers.
# 19. When a student needs financial or housing-related advice

## What do I need to know?

Sometimes students need practical advice on different matters concerning their student life, which might include finance or housing. Money issues are a concern for many students and can have a big impact on their academic performance and general wellbeing.

The **Brookes Union Advice Service (BUAS)** offers free, confidential and independent advice to students on such matters. The service offers face to face, telephone and email support. You can find out more information here: [www.brookesunion.org.uk/advice](http://www.brookesunion.org.uk/advice)

The **Student Central Advice Team** also provides information and advice on financial queries and transactions.

## What could I do?

► **If a student needs advice with financial issues**

Direct the student to the **Brookes Union Advice Service (BUAS)**

📞 on 01865 484770

✉️ or su.advice@brookes.ac.uk

who can give professional advice.

The **Student Central Advice Team** on 01865 483455 and **International Student Advice Team** on 01865 484861 may also be able to advise.

► **If a student is in severe financial hardship**

The **Brookes Union Advice Service** can explain eligibility for **Financial Support**, help a student to complete a Financial Support application, perform a benefit check to determine any entitlement, give budgeting advice, identify and refer a student needing debt advice, and offer support with problems concerning student loans.

The student can apply to **Financial Support** (formerly called Financial Aid). Applications will be assessed on the basis of the student experiencing unforeseen circumstances/emergencies or because they are a full-time home undergraduate student with an assessed shortfall over the academic year.

Information about **Financial Support** can be found here:

[www.brookes.ac.uk/studying-at-brookes/finance/financial-support/](http://www.brookes.ac.uk/studying-at-brookes/finance/financial-support/)
When a student is having a housing problem

The *Brookes Union Advice Service (BUAS)*

📞 on 01865 484770
✉️ or su.advice@brookes.ac.uk

can support a student in private-rented accommodation who is having a housing-related problem, such as issues with a landlord, checking of a contract, withdrawing from a contract, and disrepair.

Private-rented housing can sometimes present students with some problems. BUAS staff are experienced in housing law and can offer advice on legal rights and obligations on tenancy agreements.

What happens next?

BUAS can offer on-going advice until it is no longer required.

If the issue is causing wellbeing-related issues, BUAS may advise the student to contact the *Student Welfare Team*, who can then assess whether there is any specific wellbeing support that might be helpful.
20. When a student is homeless or about to be made homeless

What do I need to know?

Students can encounter many different issues with their accommodation that can be compounded by their personal circumstances and complex life events. It is possible that a student facing homelessness may also experience other challenges, such as financial issues, relationship breakdown or family estrangement, which may result in significant additional pressures.

A student facing or experiencing homelessness may appear tired, lacking in focus and possibly is taking less care with their appearance. They may be ‘sofa surfing’, sleeping in their car, or sleeping on friends’ floors.

Sometimes a student is finding life so difficult in their allocated accommodation that they are relying on friends or family to accommodate them instead. Even though they are not homeless, they have decided they cannot live in their accommodation.

What could I do?

▸ If a student tells you they are homeless or at risk of being homeless

Suggest that the student contacts Brookes Union Advice Service (BUAS)

📞 on 01865 484770

✉️ or su.advice@brookes.ac.uk

The advisers provide independent housing advice and assistance.

If financial difficulties are part of the reason for homelessness, the student can apply to Financial Support for financial assistance. Financial Support can be contacted

📞 on 01865 483850

✉️ or financial-support@brookes.ac.uk

The student will need to fill in an application form and their situation will be considered by a panel as soon as possible. BUAS can assist with completion of the form.

If, for whatever reason, the student does not wish to engage with university services, the Oxford Citizens Advice Bureau provides specialist housing advice.

It is possible that the student’s studies will have been disrupted by their living situation, so they may need to apply for Exceptional Circumstances. Their Student Support Coordinator will be able to advise on this.

The student may wish to access the Student Welfare Team for practical and emotional support through this period or the Brookes Counselling Service, depending on the student’s individual situation.
If a student tells you they cannot live in their allocated accommodation

If the student is living in a Brookes hall of residence or private lettings, they can contact the **Accommodation Bureau**

📞 on 01865 484660
✉️ or accomm@brookes.ac.uk

to discuss the situation and work towards a resolution.

If the student is living in private-rented accommodation, they can contact **BUAS** to explore what, if anything, can be done.

Sometimes there is conflict within a living situation, which may be able to be resolved by, for example, mediation, moving of students or disciplinary procedures.

Once a student has signed a contract with a private housing provider, it can be very difficult to be released from the contract.

What happens next?

The relevant services will work with the student to support them in trying to resolve the issue(s). There may be a need to work with services external to the University. The impact could be such that the student decides to take time out from the university, but every situation will be different.
21. When a student makes a disclosure of harassment, hate crime or sexual assault/rape

What do I need to know?

All university students are entitled to enjoy a safe and positive experience at university. However, some students can become victims of harassment, hate crime or sexual assault/rape. Oxford Brookes has a centralised reporting tool, Report and Support, to provide support to those who need it and to understand the nature and prevalence of such incidents to determine what kind of interventions might be most suitable to prevent them. Report and Support comes under the campaigning strapline, It’s Not Brookes, It’s Not OK.

A student might share with you the fact that they have been a victim of harassment, hate crime or sexual assault/rape and have not yet reported this to anyone, or they might tell you that they are finding it difficult to cope with the after-effects of an incident that happened some time ago. Such disclosures may come as a shock to the person to whom it is disclosed, but there is support available for both staff and students.

What could I do?

▸ When the student is disclosing to you

Remain calm. Reassure the student that there is support available and that their decisions will be respected.

Advise the student that they or you can report the incident through the Report and Support Tool by completing an online form and that a staff member from the Student Welfare Team at studentwelfare@brookes.ac.uk will contact them within three working days and arrange an initial appointment.

Alternatively, you or the student can contact the Student Welfare Team

📞 on 01865 484650

✉️ or by emailing studentwelfare@brookes.ac.uk directly.

The Student Welfare Team is also available to staff to talk through the situation.

Students may disclose distressing events when you least expect it. This could be the first time they have talked to anyone, so it is important that they feel listened to.

The Student Welfare Team can then support the student in moving forward in whatever way they choose to and will explore options with the student.

It is the student’s choice as to whether they report the incident to the police or not. The Student Welfare Team will advise the student of the internal and external support services available.

If you would like to offload or consider as a result of the disclosure that the situation involves ongoing risk to the student or the wider community, contact the Student Welfare Team for advice and support.
If the situation requires an emergency service

Call 999 and, if the situation is on campus, call Security on 01865 483060. This will enable Security to direct the emergency services to the right location.

If the student needs access to out of hours services

Student Support Coordinators, Wellbeing, Accommodation and Student Central have a supply of wallet-sized green cards with out of hours contact numbers. These can be a helpful resource for students who wish to use out of hours services.

The Student Welfare Team also has a supply of wallet-sized cards with information relating to Report and Support.

The services mentioned are:

- 24 hour non-emergency health advice - 111
- 24 hour non-emergency police enquiries - 101
- The Samaritans, a 24 hour a day listening service - 116 123
  or jo@samaritans.org
- Oxford Nightline, a listening service for students - 01865 270270
- In an emergency - 999

The services mentioned on this card are:

- Sexual Assault Referral Centre (SARC) - 0300 130 3036
- Oxfordshire Sexual Abuse and Rape Crisis Centre (OSARCC) - 01865 726295
- Refuge Independent Sexual Violence Advisory (ISVA) Service - 0800 221 8186
- Student Welfare Team - 01865 484650

What happens next?

The Student Welfare Team monitors the Report and Support forms on a daily basis and will contact all students who report with their contact details and offer support, advice and information within 3 working days.

If a student wishes to report to the police or to the Student Conduct process, they will be supported in doing so.

If they do not wish to report, their decision will be respected. There may, however, be occasions when the risk of harm to the student or to others is assessed as so high that a report to the police may have to be made without the student’s consent.
22. When a student is a victim of crime

What do I need to know?

According to the Complete University Guide 2018, Oxford Brookes is situated in one of the safest student areas in the country, with low levels of relevant crime, according to research on staying safe at university. However, it is possible that at some point a student will approach you looking for support as a victim of crime.

A student might, for example, share with you the fact that they are a victim of a recent crime and have not yet reported this to anyone, or they might tell you that they are finding it difficult to cope with the after-effects of a crime that happened some time ago. Crimes experienced some time in the past can have a significant effect on a student’s day-to-day life and studies.

Disclosure of a crime, particularly a past or current sexual or other violent offence, can come as a shock to the person to whom it is disclosed.

What could I do?

- **When the student is disclosing to you**

  Students may disclose distressing events when you least expect it. This could be the first time they have talked to anyone, so it is important that they feel listened to. The Student Welfare Team can then support the student in moving forward in whatever way they choose to. It is the student’s choice as to whether they report the crime to the police or not.

  If you would like to talk through how you are feeling as a result of the disclosure or that the situation involves ongoing risk to the student or the wider community, contact the Student Welfare Team for advice and support.

Remain calm. Reassure the student that there is support available and that their decisions will be respected.

Advise the student that they can arrange to see a staff member from the Student Welfare Team on 01865 484650 or by emailing studentwelfare@brookes.ac.uk who can provide emotional and practical support and/or refer on to specialist services.

The Student Welfare Team is also available to staff to talk through the situation.
If you are concerned about a student’s wellbeing

There are a number of support services available. You could advise the student to contact the Student Welfare Team, who can provide crisis support, or to make a referral to the Brookes Counselling Service. The student could also contact their GP.

If you assess that the student needs emergency support, call 999.

Out of hours support includes:
The Samaritans - 116 123
Oxford Nightline - 01865 270270
Non-emergency health advice - 111
Non-emergency police enquiries - 101

What happens next?

This depends on each individual situation.

If the student does not wish to report to the police or the university conduct procedures (if the alleged perpetrator is a Brookes student), but does want support, there are a range of internal and external services to whom they can be referred.

If they wish to report to the police, they will be offered support to do so and support will continue as long as it is needed and appropriate.

The university may have to share information without the student’s consent due to the potential risk of harm to the student or others. In this situation, as far as possible, it will be explained to the student in advance.
23. When a student is being investigated by the police

What do I need to know?

A student may disclose to you that they are being investigated by the police for an alleged crime or may refer to a crime which was committed before they came to university. You may also become aware of this through social media or news reports.

What could I do?

▶ If the student is being investigated by the police

Advise the student that you will need to contact the University Police Liaison Officer, Gavin Barber, for advice. Once the University has ascertained the nature of the investigation, a risk assessment will be done in order to decide what action, if any, needs to be taken, taking into account the nature of any potential risk to the student and staff community.

Inform the student that they can receive support from the Student Welfare Team in Wellbeing.

📞 on 01865 484650
✉️ or by emailing studentwelfare@brookes.ac.uk

▶ If the student discloses a previous criminal conviction that they have not already declared to the University

Explain that you will need to contact the Deputy Director, Registry, who will take the matter forward. From the academic year 2019 UCAS will no longer be asking applicants to declare criminal convictions unless they are applying for a vocational course such as nursing, social work and teaching.
If a student hears from social media or news reports that a Brookes student has been convicted of a crime

Explain to the student that the University completes risk assessments on all students who have declared convictions and will have put in place an appropriate support plan as part of its duty of care to staff and students.

Do not say anything about the student they are concerned about as that will breach confidentiality.

Suggest to the student that they can contact the Student Welfare Team

📞 on 01865 484650
✉️ or by emailing studentwelfare@brookes.ac.uk

if they wish to discuss their concerns and how to deal with them.

What happens next?

If the risk assessment concludes that the nature of the alleged offence is so serious that the student could pose a high risk of harm to other members of the university community, the student may be suspended for the duration of the police investigation. This is not a decision that is ever taken lightly.

If a student has been charged with an offence, University Conduct Proceedings will be initiated, but put on hold until the outcome of the police investigation. The University will liaise with the police regarding risk and the progress of the investigation.

It is likely that a Cause for Concern Group will be formed to ensure that all those who need to know are kept informed of the ongoing situation.

All affected students, including the alleged perpetrator, will be offered support by Wellbeing.
24. When there is a serious incident/situation

What do I need to know?

The University recognises that students will sometimes find themselves in complex, risky or vulnerable situations. In such situations Oxford Brookes will take a collaborative approach to supporting the student(s) concerned and responding to the situation. We have a Case Conference Group which is in place to advise individual members of staff on how to respond in such situations, and to monitor the University’s responses to such situations. In some such instances, the Case Conference Group will advise that a Cause for Concern Group should be formed, which will bring together different colleagues and services involved in supporting the student(s).

What could I do?

► When you are aware of a serious student situation

Contact the Case Conference Group

✉️ by emailing case-conference@brookes.ac.uk

A member of this group will respond and discuss next steps.

Ensure that you have access to support as needed.

In order to effect a coordinated response to a serious situation, a Cause for Concern Group and log may be set up.

The Cause for Concern log enables those involved to track the progress of the situation in a coordinated manner and ensures that information is shared on a need to know basis.

The Student Welfare Team

📞 on 01865 484650

✉️ or studentwelfare@brookes.ac.uk

can offer an opportunity to offload, and a referral to Occupational Health

📞 on 01865 485772/464

could lead to more ongoing support.

What happens next?

A risk assessment will be carried out, and, depending on the nature of the incident, links may be made to the Fitness to Study process, conduct procedures, or with external agencies, such as the NHS or police. If risk to the student(s) or others is assessed as high, this may result in suspension of a student(s) while the situation is being addressed.

See: E22 Policy on responding to complex student situations

E8 Fitness to Study policy

E15 Guidelines on managing the response to the death of a student
25. When there is a Prevent-related concern (terrorism)

What do I need to know?

The Prevent Strategy, published by the Government in 2011, is part of an overall counter-terrorism strategy, CONTEST. The aim of the Prevent Strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism.

The University’s approach to Prevent is primarily one of safeguarding the welfare of our students and staff, and we have a Prevent Duty Advisory Group, which usually meets three times a year.

All staff are expected to have completed the Level A Prevent Duty online training, available through Moodle, and to know what to do if you have a Prevent-related concern regarding a student who may be vulnerable to radicalisation or may be radicalising others.

What could I do?

- **When you have concerns that a student may be vulnerable to radicalisation or may be attempting to radicalise others**

  Share your concerns with your line manager in the first instance and/or contact the Case Conference Group

  ✉️ by emailing case-conference@brookes.ac.uk

  The Case Conference Group will provide advice, assess the evidence, and decide on how to proceed. Concerns may be brought to the attention of the Academic Registrar, who is the University’s lead on Prevent Duty compliance.

What happens next?

This will depend on the assessment of the evidence, which could lead to a) no further action being taken in relation to Prevent, but support offered to the student(s), or b) further advice sought and/or escalation to a Channel panel.
26. When a student dies

What do I need to know?

Thankfully, the death of a student is a relatively rare occurrence, but with a large population, sadly it is inevitable that there will occasionally be a student death. A death within the student community can have a very emotional impact on all those who knew the student, and the timing and circumstances can sometimes increase the impact on anyone affected.

A student death can take place on campus or off campus, on a field trip or placement, in semester or out of semester, within the United Kingdom or outside the UK. The cause of death can also vary widely, to include, for example, a sudden death as a result of an accident or from natural causes, a death from a terminal illness, an infectious disease, as a result of a crime or a suspected suicide.

Whatever the circumstances, the impact on both students and staff can be considerable, so it is important to know what to do and what support is available.

What could I do?

► If you are notified of a student death

The University Case Conference Group

✉ at case-conference@brookes.ac.uk

should be the first point of contact. That group can advise on next steps, and make sure that relevant colleagues and students are informed.

It is usually also appropriate to inform your own line manager.

Be aware of your own support needs; the Student Welfare Team

📞 on 01865 484650

✉ or studentwelfare@brookes.ac.uk

can offer immediate support, either by phone or face to face.

Only share what is absolutely necessary, and only share information you are certain about.

Members of the Case Conference Group will convene and arrange an action plan to ensure the effective planning of support for staff, students and family, that appropriate notifications are made and that press communications are prepared.
If you are the person who discovers a student who has died on university premises

Call 999 immediately and then Security on 01865 483060. Notify the Case Conference Group by emailing case-conference@brookes.ac.uk as soon as possible.

This is likely to be very distressing for all concerned. As soon as the death has been notified, appropriate staff will ensure that support is put in place both immediately and afterwards.

Do not notify the next of kin. This is the responsibility of the police.

Please advise witnesses to refrain from the use of social media to inform others. It could be distressing for the family to get to know through social media.

Any assumptions about the cause of death should be avoided.

What happens next?

The Case Conference Group will verify the details and arrange for all appropriate colleagues and students to be notified.

Students affected will be offered support through Wellbeing, and staff can refer to Occupational Health for ongoing support.

An appropriate member of staff will be identified as the family’s liaison, and arrangements will be made for staff and students to attend the funeral as/if appropriate. A memorial may be arranged at the university in consultation with the University Chaplain.

Please see E15 Guidelines on Managing the Response to the Death of a Student
27. Other help, advice or support

What do I need to know?

This guide will be extended over time to include a range of other ways in which students are advised and supported. You may come across any number of other situations which aren’t specifically covered here, but most situations can be addressed through an initial referral to Wellbeing.

Staff or students may also find it helpful to refer to the Wellbeing web pages:
www.brookes.ac.uk/students/wellbeing

What could I do?

► If a student has a general enquiry, needs support or guidance, or needs to access central services

Advise them to contact Student Central

📞 on 01865 483455
✉️ or studentcentral@brookes.ac.uk
📍 or by visiting the Forum in John Henry Brookes Building, Headington Campus.

You can find opening times, contact details and weekly sessions at other campuses here:
www.brookes.ac.uk/students/student-central/contact-us

Students can also find information here about other services including accommodation and finance: www.brookes.ac.uk/students
If a student needs medical attention

They will need to make an appointment with their GP.

We recommend that students register as soon as they arrive at university, but GPs will usually provide drop in appointments if necessary.

For emergencies students will need to attend A&E in the John Radcliffe Hospital or contact 999.

The University Medical Centre can arrange appointments with a GP, if they are registered, either on Headington Campus, at St. Bartholomew’s Medical Centre, Manzil Way, Cowley, or by calling 01865 483193.

Students must live in postcodes OX3 and OX4.

Students living at Harcourt Hill Campus can register with Botley Medical Centre.

Students living at Wheatley Campus can register with Wheatley Surgery.

Where students and/or staff are at immediate risk of harm

In an emergency call 999 and contact Security on 01865 483060. Advise Security of your location, your name and the details of the situation.

If you consider yourself or others to be at risk, all leave the area as quickly and calmly as possible. Alert Security and ask them to contact emergency services, or let them know if you have dialled 999.

If you need further guidance on supporting students

Contact the Student Welfare Team

📞 on 01865 484650

📧 or studentwelfare@brookes.ac.uk
28. Useful Contacts

Brookes Wellbeing service:
Wellbeing offers a range of services to students throughout their time at Brookes:
- Counselling
- Disability and Mental Health
- Dyslexia/Specific Learning Difficulties
- Multifaith Chaplaincy
- Specialist Support
- Student Welfare

📞 01865 484650  
✉️ wellbeing-recpt@brookes.ac.uk

Student Central:
For queries about programme advice, PIP, student disputes, visas and projects

📞 01865 483455  
✉️ studentcentral@brookes.ac.uk

Accommodation Bureau:
For queries about accommodation, including halls of residence and Brookes housing

📞 01865 484660  
✉️ accomm@brookes.ac.uk

Student Finance:
For queries about student finance, including fees and bursaries

📞 01865 483088  
✉️ finance-fees@brookes.ac.uk

Brookes Union Advice Service:
Free independent and confidential advice for students on university, finance, housing and general matters

📞 01865 484770  
✉️ su.advice@brookes.ac.uk

Brookes Medical Centre:
The Medical Centre is located on the 3rd floor of the Colonnade Building on Headington Campus. It is open from 8.30am – 6.00pm, Monday to Friday (semester time only). Outside of semester time, students can book appointments at St. Bartholomew’s Medical Centre.

📞 01865 483193  
✉️ studentservices-medicalcentre@brookes.ac.uk

Adult Mental Health Team (AMHT):
AMHT is based in the Warneford hospital and offers psychological support for adults experiencing complex/severe mental health illnesses

📞 01865 901000  
✉️ enquiries@oxfordhealth.nhs.uk

Oxford Safe Haven:
Oxford Safe Haven is an out-of-hours, non-clinical space offering crisis support, signposting, safety planning and listening support over the weekend. The Oxford Safe Haven is open on Friday, Saturday, Sunday & Monday from 6pm until 10pm. The referral line is open from 5pm on the day of the service and the last entry is at 9pm. Any user of this service is required to call first.

📞 01865 903037 / 07710 092849  
🌐 www.oxfordhealth.nhs.uk/service_description/oxford-safe-haven/
Samaritans:
Samaritans offers a listening telephone service 24 hours a day, 365 days a year.

📞 116 123
✉️ jo@samaritans.org

Oxford Nightline:
Nightline offers a listening telephone service, based in Oxford, during Oxford University term times. Students can also chat via Skype and IM on their website.

📞 01865 270270
🔎 oxfordnightline.org/

Oxford Sexual Abuse and Rape Crisis Centre (OSARCC):
OSARCC offers support to survivors of sexual abuse, rape, domestic abuse and harassment.

📞 01865 725311
✉️ admin@osarcc.org.uk

Refuge/Thames Valley Independent Sexual Violence Advisory Service:
This service supports anyone living in the Thames Valley area who has experienced, or is at risk of experiencing, sexual assault or rape.

📞 0800 221 8186
✉️ isvathamesvalley@refuge.org.uk

Turning Point:
This is a one-stop treatment centre for substance misuse (alcohol and drugs) providing a wide range of treatment options, including harm reduction advice, structured group work programme, activities, complementary therapies and one-to-one key work sessions to promote recovery.

📞 01865 261 690
✉️ oxfordshire@turning-point.co.uk

Oxford CRUSE:
Oxford Cruse is a charity that offers bereavement support to those grieving a loss. The individual can be at any stage of their grief. Support is offered through face to face sessions, telephone support and group support. CRUSE also offers a bereavement by suicide support group.

📞 01865 245398
✉️ admin@oxfordcruse.co.uk

Other important contacts:
24-hour non-emergency health advice (they will contact a duty doctor if you need one)

Telephone: 111

24-hour non-emergency police enquiries
Telephone: 101

If someone is in danger, or a crime is being committed, phone 999 to contact police, ambulance or fire services.

If emergency services have been called to Brookes premises, contact Security on 01865 483060