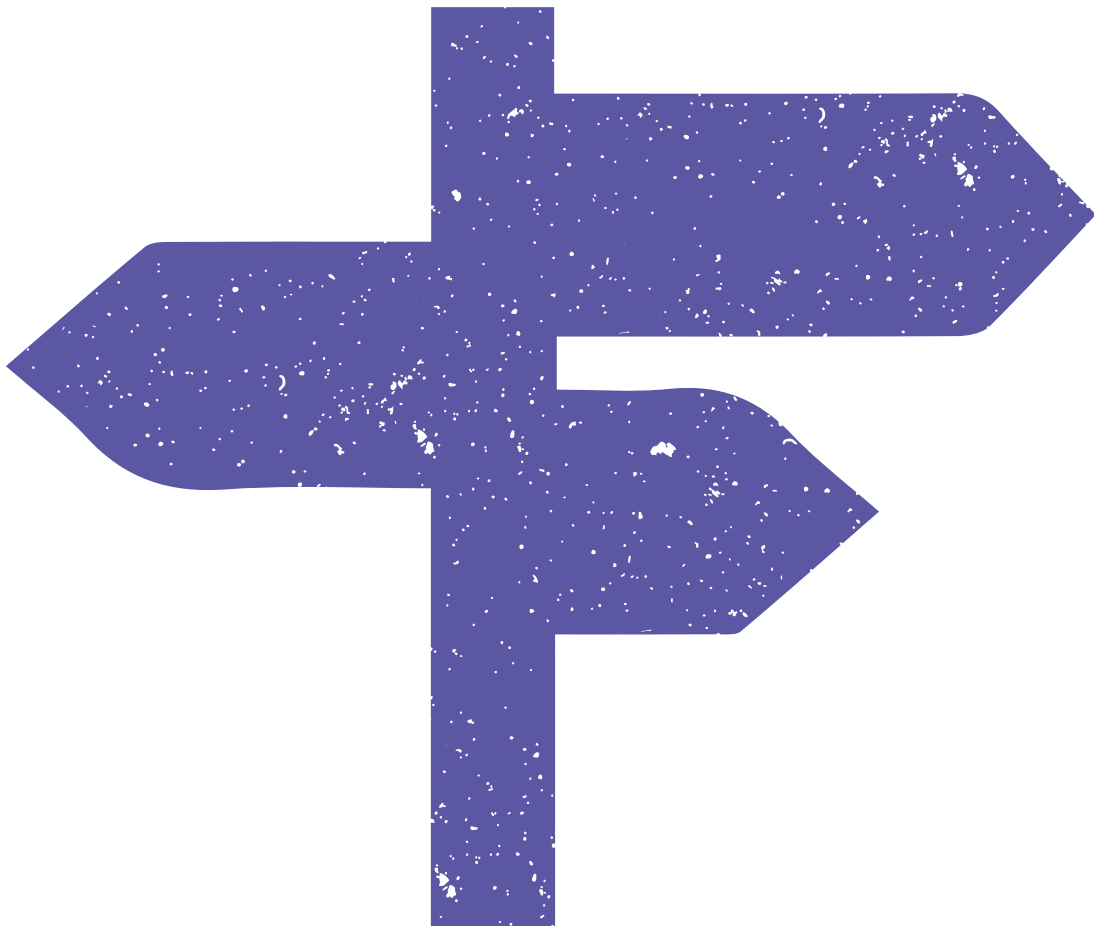


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# When to refer

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Guidance for staff: supporting  
you to support students



1	<b>Introduction and how to use this guide</b>
2	<b>Student Services at the University of Liverpool</b>
3	<b>Mental health or emotional difficulties</b>
4	<b>Disability or long-term medical condition</b>
5	<b>Financial difficulties</b>
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10	<b>Course transfer, suspension and withdrawal</b>
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14	<b>Victims of crime</b>
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17	<b>Sexual orientation and gender identity</b>
18	<b>Pregnancy or paternity</b>
19	<b>Safeguarding (including radicalisation)</b>
20	<b>Student has died</b>
21	<b>Mental health crisis</b>
22	<b>Immediate risk and crisis situations</b>
23	<b>Key contacts and policies</b>

## 1 Introduction and how to use this guide

This guide is for all staff within the University of Liverpool. The purpose of the guide is to provide you with the best support to students. The guide outlines several common scenarios that students often raise with staff, suggesting appropriate responses and specifying the most useful service to refer the student to, as well as what happens next.

The guide is produced by Student Services, which covers two teams of professional staff: Student Welfare Advice and Guidance, and the Counselling and Mental Health Advisory Services. You can find out more about each team on page 4. Contact details for all the Services are available on page 35.

### Central and departmental support

Some of the kinds of specialist support described in this guide can only be offered by central support services: for example, advice on visas and immigration issues, mental health assessments or counselling should only be offered to students by our teams in Student Services. This guide may, therefore, help you to clarify the boundaries of your own role in supporting students, and help you to avoid inadvertently straying into offering types of advice which should be coming from the University's specialist, accredited practitioners.

In other cases, alongside the specialist support they are accessing from us, students may require academic support, learning and teaching adjustments, and general pastoral support from you and your teams. In cases like this, remember that we are also here to provide you with advice.

### General tips on supporting students

- If a student comes to you with a problem, listen to them and find out what they need. Try not to assume anything about the student, and remain non-judgemental

- It is often useful to take brief, factual notes. Try to keep these objective and focused on what the student is disclosing, rather than any thoughts, feelings or assumptions you may have
- You should seek the student's permission before sharing their details with anyone else, unless you are concerned that they may harm themselves or others. In this situation, you must inform Student Services as soon as possible (call 0151 794 5863). If there is immediate risk, contact Campus Support (2222) who will contact the emergency services on 999
- You are not expected to act as a counsellor, or to deal with serious issues on your own. If you are not comfortable with the situation, you can refer a student on to Student Services or seek our advice. Bear in mind the confidentiality and consent requirements above
- If a student contacts you outside of working hours, you should call emergency services (999) if it is appropriate (eg threats to harm self or others). You should also contact Campus Support who will alert the appropriate member of the out of hours team who make a decision on whether a response is required. We do not encourage conversations (including emails) out of hours but we understand that you may pick up a message that is worrying. If you feel you should respond you should encourage the student to contact you during office hours or redirect them to support services if this is appropriate
- We advise you not to provide students with your home contact details. If you feel that it might be important for a student to be able to contact someone out of normal office hours, the Samaritans have a 24 hour crisis line which is free to call. To contact them call +44 (0)845 790 9090 or email [jo@samaritans.org](mailto:jo@samaritans.org). Additionally, Liverpool Nightline is a conditional telephone listening and information service run by student volunteers from 8pm to 8am every night during term-time. To speak to Nightline, direct students to call 0151 795 8100.

# 2

## Student Services at the University of Liverpool

Student Services offer comprehensive support and welfare services through two teams: Student Welfare Advice and Guidance, and the Counselling and Mental Health Advisory Service.

### Student Welfare Advice and Guidance

The four teams in Student Welfare Advice and Guidance offer students advice, support and information on a wide range of non-academic issues including finance, disability, issues relating to their general welfare and support for international students.

Contact Student Welfare Advice and Guidance through reception on 0151 794 5863. For email contact details, please see each team below. All teams are based in the Alsop Building on University Square (building 750 on the campus map).

### Advice and Guidance

Advice and Guidance offer students initial advice on issues affecting their general welfare. If a student isn't sure who to ask for advice, or just needs a quiet and confidential place to talk to someone, this team can help.

Advice and Guidance have a daily drop-in in the Alsop Building. Times are published on the website: [www.liverpool.ac.uk/studentsupport/advice/](http://www.liverpool.ac.uk/studentsupport/advice/)

Contact details: [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) / 0151 794 5863 (reception)

### Disability Advice and Guidance

Disability Advice and Guidance are responsible for the co-ordination of support for disabled students and provides a specialist guidance and support service. *Please note that when we use the term disabled students this is intended to include, but is not limited to, students with*

*physical and sensory impairments, long term medical conditions (eg epilepsy, diabetes, cancer, Crohn's disease), mental health difficulties, autistic spectrum disorder and specific learning difficulties eg dyslexia, dyspraxia, dyscalculia).*

Disability Advice and Guidance have a daily drop-in in the Alsop Building. Times are published on the website:

[www.liverpool.ac.uk/studentsupport/disability/contacts/](http://www.liverpool.ac.uk/studentsupport/disability/contacts/)

Contact details: [disteam@liverpool.ac.uk](mailto:disteam@liverpool.ac.uk) / 0151 794 5863 (reception)

### International Advice and Guidance

International Advice and Guidance (IAG) is a specialist advisory service for international students, including European students. It supports and advises international students on arrival and throughout their studies.

IAG provide specialist advice on matters including student immigration (including advice on visa extensions), working during and after studies, personal and cultural issues, financial hardship and advice for international students who have their family with them in the UK. If IAG cannot help directly, they have a wide range of contacts and can refer you or a student to another service that can assist.

International Advice and Guidance have a daily drop-in in the Alsop Building, Monday to Friday 1.30-3.30pm.

Contact details: [iagteam@liverpool.ac.uk](mailto:iagteam@liverpool.ac.uk) / 0151 794 5863 (reception)

### Money Advice and Guidance

Money Advice and Guidance provides support and advice to both current and prospective students on a range of financial matters. Their services include discretionary financial help through the University Hardship Fund for students

experiencing financial hardship (UK students only); debt advice – liaising with creditors if necessary; eligibility and calculation of welfare benefits; one to one budgeting sessions and other group sessions aimed at improving money management; and advice on Postgraduate Loans from the Student Loans Company.

Money Advice and Guidance have a daily drop-in in the Alsop Building. Times are published on the website:

[www.liverpool.ac.uk/studentsupport/money/](http://www.liverpool.ac.uk/studentsupport/money/)

Contact details: [money@liverpool.ac.uk](mailto:money@liverpool.ac.uk) / 0151 794 5863 (reception)

### Student Counselling and Mental Health Advisory Service

The University Mental Health Advisors and Counsellors are actively involved in promoting positive mental health and provide a confidential support service for students experiencing a range of issues such as home and family relationships, depression, anxiety, panic attacks, bereavement and loss, sex, sexuality, relationship difficulties and loneliness as well as more complex or significant mental health difficulties (which are managed by our mental health advisers).

Support is available to students through drop-in sessions, one-to-one counselling or mental health support sessions, online CBT therapy or through a programme of themed workshops and groups. We are also introducing a free online 24/7 support service through Big White Wall which students can access directly: [www.bigwhitewall.com](http://www.bigwhitewall.com) using their University email account when they log in.

Please check our website for current information about registering, opening hours and drop-in times as well as a range of self-help resources. The counsellors and mental health advisers can provide consultation for staff about how we can help students by email, telephone or by appointment.

The Counselling and Mental Health Advisory Service can be contacted on T: +44 (0)151 794 3304 or by email at E: [counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk).



# 3

## Mental health or emotional difficulties

### What should you look out for?

According to the National Union of Students, 20% of students consider themselves to have a mental health problem, with as many as 92% reporting feelings of mental distress. The University has a duty of care to provide support for students experiencing mental health difficulties and legal responsibilities to make adjustments for those with long-term conditions. Many symptoms are those which affect us all from time to time such as anxiety, low-mood or feelings of not fitting in, but when these become overwhelming or start to have a serious negative impact on a student's studies and day-to-day life, then they are likely to benefit from contacting our Counselling and Mental Health Advisory Service. There are three levels of response and you need to choose between the options outlined below. To help you choose, please refer to our 'Concerned about a student' leaflet, available here: [www.liverpool.ac.uk/studentsupport/policiesproceduresanddownloads/leafletsandinformation/](http://www.liverpool.ac.uk/studentsupport/policiesproceduresanddownloads/leafletsandinformation/)

### What should you do?

#### When a student requires support but is not at immediate risk

In the vast majority of cases, direct the student to contact Reception at the Counselling and Mental Health Advisory Service (telephone 0151 794 3304 or email [counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk)) who will facilitate the student to register with the Service for support. Students can also access the Drop-In Service Monday to Friday between 10 - 11am, where they can meet with a counsellor for 15 minutes to explore their difficulties and explore their options. Students can also access free non-emergency online support for emotional wellbeing through Big White Wall ([www.bigwhitewall.com](http://www.bigwhitewall.com)) and/or, for UK based students, contact the Samaritans 24/7 free and confidential helpline for those in distress t: 116 123 e: [jo@samaritans.org](mailto:jo@samaritans.org).

#### During University opening hours between 9am and 5pm if a student is not able to engage with contacting the Counselling and Mental Health Advisory Service and you need advice on how to proceed

From 9am to 5pm on weekdays, the Counselling and Mental Health Advisory Service Reception can be contacted by staff on 0151 794 3304 and they will arrange for a counsellor or mental health adviser to telephone you back to discuss your concerns and advise on a course of action.

#### If, at any time, 24/7, you become aware of a student who is at imminent risk of harming themselves or others, (eg threatening to take their own life or the life of another person)

Do not contact the Counselling and Mental Health Advisory Service. Instead, if you are on campus, telephone the University Campus Support team's 24/7 emergency number on 2222 from an internal phone or 0151 794 2222 from other phones. Campus Support can call emergency services and assist vehicles to access all parts of campus although of course you can call 999 directly yourself (but please inform Campus Support as soon as possible). From outside the University call emergency services immediately on 999. If Campus Support are involved they will pass details of the incident onto Student Welfare Advice and Guidance who will ensure that the appropriate services are involved in following up the matter. Where they are not involved please contact Counselling and Mental Health Advisory Service and also inform the appropriate line-managers in your area.

### What happens next?

All three routes are designed to ensure that the student receives the support they need. Once a student completes the registration form for the Counselling and Mental Health Advisory Service, they will be contacted to arrange a consultation appointment. The team offers a

range of ways to help, from self-help, guided self-help and workshops through to 1:1 sessions with a counsellor or a mental health adviser. If Campus Support is involved in an individual case or incident, then once the initial incident is managed, Campus Support will pass the details onto the Student Welfare Advice and Guidance team to ensure follow up with the appropriate support services including the Counselling and Mental Health Advisory Service.

### Relevant policies and procedures

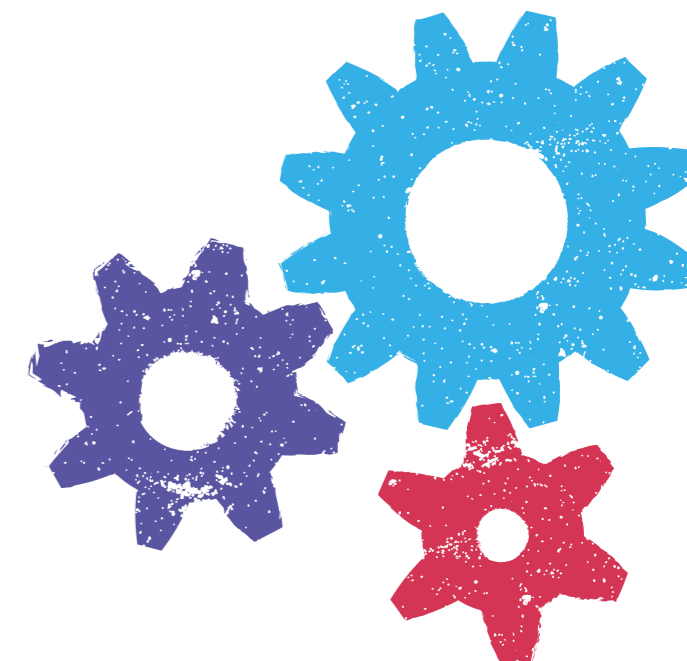
Mental Health Code of Practice:

[www.liverpool.ac.uk/media/livacuk/mhealth/SMHGuidelinesMay2013.pdf](http://www.liverpool.ac.uk/media/livacuk/mhealth/SMHGuidelinesMay2013.pdf)

Student Mental Health Policy:

[www.liverpool.ac.uk/studentsupport/mentalhealthadvisoryservice/policy/](http://www.liverpool.ac.uk/studentsupport/mentalhealthadvisoryservice/policy/)

Guidance for Staff: [www.liverpool.ac.uk/studentsupport/staffhub/mentalhealth/](http://www.liverpool.ac.uk/studentsupport/staffhub/mentalhealth/)



## 4 Disability or long-term medical condition

### When a student shares information about a disability....

Please note that when we use the term disabled students this is intended to include, but is not limited to, students with physical and sensory impairments, long term medical conditions (e.g. epilepsy, diabetes, cancer, Crohn's disease), mental health difficulties, autistic spectrum disorder and specific learning difficulties e.g. dyslexia, dyspraxia, dyscalculia).

### What should you look out for?

Some students may have chosen not to disclose initially as they intend to utilise strategies and coping mechanisms they have used in the past, others will become disabled during their time at university or not yet have obtained a diagnosis. Therefore, you may be the first member of staff a student talks to about their disability. Receiving a disclosure means that the University is considered to have been officially informed, therefore it is important to encourage students disclosing a disability to access appropriate support information and signpost to Disability Advice and Guidance.

Look out for students submitting extenuating circumstances forms and citing health related reasons on an ongoing basis, submitting work late, students that seem to struggle with written elements of their course or are requesting regular time off for health appointments as they could potentially benefit from some additional support.

### What should you do?

Ask the student to contact Disability Advice and Guidance. They can do this by:

Email: [disteam@liverpool.ac.uk](mailto:disteam@liverpool.ac.uk) or telephone: 0151 794 5863 or by attendance at the team's Drop-In service, based in the Alsop Building on University Square.

We would encourage students to contact the team

as soon as possible, so that potential support needs can be identified, rather than waiting until they encounter difficulties. If a student does not wish to come forward to access support, this is of course to be respected, however, it is important the student understands the implications of this choice.

If you have access to Tulip, you can check if the student has a Student Support Information Sheet (available via the class list in Tulip), this document provides a list of recommended adjustments appropriate to the individual within the academic environment. It may also detail a brief description of the student's disability and how the disability impacts upon their studies.

### What happens next?

The student will be asked to provide supporting documentation regarding their disability. We will then offer the student an appointment to speak with a Disability Adviser who will work with them and the Department to develop and implement a package of support. The Adviser will:

- Recommend additional support as appropriate to the student's needs. This could include specialist equipment, adaptations to their accommodation, adjustments to teaching and learning assessment methods, or human support – such as laboratory assistant, study skills tutoring, library assistance, mentoring
- Develop a Student Support Information Sheet which recommends reasonable adjustments
- Liaise with external partners, such as Research Councils or specialist providers, to enable the student to receive external funding to pay for disability support and equipment.

### Relevant policies and procedures

Disability Policy: [www.liverpool.ac.uk/media/livacuk/student-support/disability/Disability,Policy,UPDATED,June,2016,APPROVED,Sept,2016.pdf](http://www.liverpool.ac.uk/media/livacuk/student-support/disability/Disability,Policy,UPDATED,June,2016,APPROVED,Sept,2016.pdf)

## 5 Financial difficulties

### What should you look out for?

Students who have money worries may find that it impacts on other aspects of their life and it may mean that concentrating on their studies is difficult. Students may come to you because:

- they are struggling financially
- they may be working a lot of hours in paid employment because they are unable to manage on the money they have
- occasionally students may say that they want to leave their course because they cannot manage financially.

There may be a number of reasons why a student is struggling to manage their money, it may be because they are not getting all of the financial support they are entitled to through Student Finance or they may need additional support from the University Hardship Fund.

You may be contacted by students who are suspending or withdrawing from their course or when they have to repeat a year of study. All of these scenarios may have financial implications for the current year and future years of study.

International students are not entitled to the same funding as UK students: International Advice and Guidance can provide more information.

You may also come across students who are generally running out of money towards the end of their studies.

### What should you do?

UK students should be advised to contact Money Advice and Guidance

They can do this by:

Email: [money@liverpool.ac.uk](mailto:money@liverpool.ac.uk) or telephone: 0151 794 5863 or by visiting the team at their Drop-In service: Monday-Friday 2pm – 3.30pm, located in the Alsop Building on University Square.

For information see their webpage:

[www.liverpool.ac.uk/studentsupport/money/](http://www.liverpool.ac.uk/studentsupport/money/)

Refer international students to International Advice and Guidance to discuss the cause of their financial hardship and see if they are eligible to apply for any assistance. Contact IAG on [iagteam@liverpool.ac.uk](mailto:iagteam@liverpool.ac.uk) or 0151 794 5863, or visit their drop-in service Monday to Friday 1.30-3.30pm, located in the Alsop Building on University Square.

### What happens next?

After contacting Money Advice and Guidance we will work with the student to find out what financial difficulties they are experiencing and how we can help. This may include liaising with external organisations such as Student Finance England or the Department of Work and Pensions to ensure that the student is getting all of the money they are entitled to. We can also work with students on preparing a budget plan in cases where they may have sufficient money but are still struggling to manage.

International Advice and Guidance can provide students with advice and support for their particular financial situation. Students can also be supported in finding part-time work to create extra income and IAG's 'Liverpool on a Budget' session introduces students to where to shop cheaply and to the discounts available in the UK.

### Relevant policies and procedures

Hardship Fund Guidance: [www.liverpool.ac.uk/studentsupport/money/fundingforstudents/hardshipfund/](http://www.liverpool.ac.uk/studentsupport/money/fundingforstudents/hardshipfund/)

Payment Policy, Fees, Fines and Charges: [www.liverpool.ac.uk/feespayment/index.htm](http://www.liverpool.ac.uk/feespayment/index.htm)

Scholarship and Bursary Regulations: [www.liverpool.ac.uk/student-administration/money/scholarship-bursary-regulations/](http://www.liverpool.ac.uk/student-administration/money/scholarship-bursary-regulations/)

## 6 Carers, care leavers and estranged students

### What should you look out for?

Carers, care leavers and estranged students may contact you enquiring about additional support as they may have specific needs.

#### Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. A Young Adult Carer is a person aged 14 - 25 who fits the criteria above (the University offers a bursary to this group).

#### Care leavers

A care leaver is someone who has spent time in the care of a Local Authority before the age of 18, where the Local Authority had parental responsibility for the child in absence of biological parents or extended family.

#### Estranged students

Estranged students are young people studying without the support and approval of a family network. Students in this position often have no contact at all with their family and may have removed themselves from a dysfunctional situation.

### What should you do?

Advise the student to contact Money Advice and Guidance.

They can do this by:

#### Care leavers

Email: [cls@liverpool.ac.uk](mailto:cls@liverpool.ac.uk) or telephone: 0151 794 5863 or by visiting the team at our Drop-in Service: Monday - Friday 2 - 3.30pm.

#### Students with caring responsibilities

Email: [money@liverpool.ac.uk](mailto:money@liverpool.ac.uk) or telephone:

0151 794 5863 or by visiting the team at our Drop-In service: Monday-Friday 2 – 3.30pm.

#### Estranged students

Email to: [money@liverpool.ac.uk](mailto:money@liverpool.ac.uk) or telephone: 0151 794 5863 or by visiting the team at our Drop-In service: Monday-Friday 2 – 3.30pm.

The University offers bursaries to students who meet the criteria. If the student has not already done so, they should contact Money Advice and Guidance to arrange an appointment to discuss their eligibility for the bursary and other support.

For information see our webpage:

[www.liverpool.ac.uk/studentsupport/money/](http://www.liverpool.ac.uk/studentsupport/money/)

### What happens next?

Care Leavers will be contacted individually by Money Advice and Guidance prior to starting their course, we will arrange an appointment for the start of the year to check bursary eligibility and offer any further support, and we will ensure that the student knows the name of their contact within the team for future advice.

We are unable to contact students who are carers or estranged students prior to starting their course as these details are not recorded through UCAS. These students should contact the team on the details above or check our website for details on applying for the relevant bursary.

#### Relevant policies and procedures

Scholarship and Bursary Regulations:  
[www.liverpool.ac.uk/student-administration/money/scholarship-bursary-regulations/](http://www.liverpool.ac.uk/student-administration/money/scholarship-bursary-regulations/)

## 7 Visa and documentation issues for international students

### What should you look out for?

International students starting a new course or extending their course end date will need advice about whether they can apply to extend their student visa. Some students may already have a visa with enough time on it to start a new course but may be unaware that they need a visa specifically for the new course they're starting.

Students may wish to work part-time during their studies or want to know when they can work full-time. Most students will have permission to work during studies but there are restrictions on the number of hours and the type of work and students therefore need to be clear on this before they begin working. It is the duty of the University as a Tier 4 sponsor to ensure students are aware of their working conditions in the UK. When approaching the end of studies, students may also seek advice on opportunities to work in the UK.

Students with family members who want to join them in the UK may need advice about whether this is possible and how to apply for a visa. Students attending graduation may request advice on how to bring family to the UK to attend their ceremony.

### What should you do?

Never attempt to give any advice to students regarding immigration matters. Only IAG staff have the relevant training to advise students on immigration matters.

Avoid saying anything that the student may misconstrue as immigration advice.

Advise the student to contact International Advice and Guidance team by email ([iagteam@liverpool.ac.uk](mailto:iagteam@liverpool.ac.uk)) or attending a drop-in.

Students wanting general advice about applying for a Tier 4 visa should be directed to the IAG visa webpages.

Students with family wanting to join them in the UK should be advised to email the IAG or attend a drop-in.

Students wanting family to visit for graduation should attend a 'Bringing A Visitor to the UK' presentation - details will be emailed to them and available on the IAG webpages leading up to graduation periods: <http://utils.liv.ac.uk/ISTEvents/>

Students wanting to work after studies should be referred to the IAG webpages for the options available. Refer students to the regular 'Working During Your Studies' and 'Working After Your Studies' presentations from IAG as well as further presentations of particular types of working visas. IAG website: [www.liverpool.ac.uk/studentsupport/international](http://www.liverpool.ac.uk/studentsupport/international).

### What happens next?

If the student requires advice on extending their visa or applying for a new one outside the UK then they will initially be asked to attend a Tier 4 visa presentation or use the information on the IAG website to understand the basics of the application. Once students have done this they may then contact the IAG if they wish to have their application checked or have a few questions before they submit it.

If the student contacts IAG with a particular immigration problem then they will be given clear and detailed advice by email until it is resolved. If appropriate a one-to-one appointment will be arranged.

#### Relevant policies and procedures

UKVI Tier IV Compliance Policy:  
<https://www.liverpool.ac.uk/media/livacuk/sas/studentadministration/Policy,on,UKVI,Tier,4,Compliance,March,2017.pdf>

## 8 Homesickness or problems settling in

### What should you look out for?

Settling in a new city and making new friends can be a challenge for some. Equally, local students who are living at home may find it challenging to settle in to University. Settling in can take time and not everyone settles in at the same pace. Students may not feel 'at home' with their flatmates or course mates if they have different interests. Look out for students who seem to be struggling to integrate, have few friends, are withdrawn and are struggling with studies. Look out for international students who may be experiencing culture-shock. Also be aware that students returning from a year placement or study abroad may find their return to study challenging. Students returning from suspension, or repeating studies, may also experience difficulties settling back in.

### What should you do?

You can signpost students to the range of activities available. The Guild of Students has more than 200 student-run societies. You don't have to be a first year to join societies or have signed up at the Welcome Fair. The Guild of Students also promote volunteering opportunities and their Give it a Go scheme is a great way of meeting people and experiencing something different visit: [www.liverpoolguild.org](http://www.liverpoolguild.org).

For students in University Halls, they can speak to their Residential Adviser if they are finding it difficult to settle in to Halls. The Halls' Student Experience Team coordinate events and activities in the Halls and their Halls Life portal enables students to keep up to date with the latest news, offers and events around campus. Visit:

[www.liverpool.ac.uk/accommodation/hallslife](http://www.liverpool.ac.uk/accommodation/hallslife)

Find out what their interests are and what attracted them to come and study in Liverpool.

There may be events and activities happening in your School/Department that you are aware of which would be a good way of meeting new people and feeling part of the University.

You can also signpost students to the support available from Advice and Guidance. International students can be signposted to International Advice and Guidance to discuss culture-shock and offer to support them with any feelings of homesickness: [iagteam@liverpool.ac.uk](mailto:iagteam@liverpool.ac.uk).

If you remain concerned about a student, you can signpost them to specialist support from the Advice and Guidance team ([advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) / 0151 794 5863).

### What happens next?

Often, a listening ear and some information about ways of settling in can help. Ultimately it is the decision of every individual student whether they take up any of the opportunities available. All you can do is encourage them to take part and enjoy the fullest possible experience of University life.

International Advice and Guidance can talk to international students and discover ways to help them feel more settled in the UK such as finding other students of the same culture/nationality whilst encouraging connections with local people and finding familiar foods from their home country.



## 9 Non-attendance or a student is believed to be missing

### What should you look out for?

Non-attendance is often an early sign that a student may be experiencing difficulties with their studies. Lack of attendance and engagement with studies may indicate there are other underlying issues. For example, someone may have stopped attending and responding to emails for a period of time. A lack of attendance and engagement can be more concerning when staff are aware that the student is experiencing difficulties.

It may be that another student, or parent, has raised with you their concern that they haven't seen or heard from someone in a while and they are concerned for the student's wellbeing.

### What should you do?

The Student Attendance Framework outlines what Schools need to do if a student is not attending. If a student has failed to respond to any communications about their attendance, Schools should establish whether they are fit and well. If you are still unable to get a response from the student, try to ascertain when the student was last seen or in touch. You should then contact Advice and Guidance ([advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk)) with as much information as possible, including a summary of attempts to contact the student and how long the student may have been missing.

If you've had contact from a parent or friend with concerns for a student not having been in touch or seen for some time, first establish whether they have been attending and seen recently. If they have not been attending and have not been seen recently, you should then contact Advice and Guidance ([advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk)) with as much information as possible, including a summary of attempts to contact the student and how long the student may have been missing.

If there is a concern of risk of harm to the student, you can contact Advice and Guidance for specialist advice.

It is important that concerns raised by parents or friends are taken seriously, however it is important that you maintain data protection and not share attendance information, addresses etc. with a third party. If a parent or family member has serious concerns, they can choose to contact the police to report a missing person.

### If they are an international student:

If a student discloses that they are experiencing difficulties attending, please encourage them to access support. This is particularly important for international students, as non-attendance will have visa implications.

### What happens next?

Advice and Guidance will see if the student is already known to Student Services and also attempt contact with the student. If they are then able to speak to the student, they will be offered support from the team. If the student is in University accommodation, Advice and Guidance will liaise with Halls staff.

If there is no response after an appropriate period of time they may ask the University Police Liaison Officer to undertake a welfare check.

Once contact is made with the student, they will be offered support and encouraged to make contact with their academic department.

### Relevant policies and procedures

Student Attendance Framework: [www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/UniversityFrameworkforStudentAttendance.pdf](http://www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/UniversityFrameworkforStudentAttendance.pdf)

# 10 Course transfer, suspension and withdrawal

## What should you look out for?

Students may approach you to discuss the possibility of transferring to another programme (changing course), suspending their study (taking time out), or withdrawing (leaving university before completion). Each of these actions has a centralised process assigned to it.

Students who are struggling with other issues which are leading them to consider transfer, suspension or withdrawal may benefit from speaking with advisers in Student Services (see the appropriate page in this Guide). Each decision comes with financial implications and for international students there may be visa issues, so you may wish to advise the student to speak with one of our specialist advisers before completing the transfer, suspension or withdrawal process. For UK students who need to suspend/withdraw or repeat part of their course there may be financial implications on their current and future funding, students are advised to speak to Money Advice and Guidance.

International students may wish to make changes to their studies which unknowingly impact on their visa and means they need some immigration advice. The process of this change in studies requires International Advice and Guidance to complete part of the form to confirm the relevant immigration advice has been given, however this is only in the final stages of the process. It may be helpful to students considering transferring/suspending/withdrawing to have more information about the immigration implications of these decisions in the early stages of their planning.

The Guild Advice Centre can provide support to students wishing to transfer, suspend or withdraw and can help them through the process, email: [guildadvice@liverpool.ac.uk](mailto:guildadvice@liverpool.ac.uk). A student who is unsure about whether they wish to transfer, suspend or withdraw, or the implications of doing so, can also contact Careers & Employability for advice ([careers@liverpool.ac.uk](mailto:careers@liverpool.ac.uk)) or talk to School support staff.

## What should you do?

Ask if the student has talked to anyone before coming to a decision. If a student is experiencing other issues that are leading them to consider transfer, suspension or withdrawal, you may wish to refer them to Student Services. Check the rest of this guide to see if the student's issue is covered, or ask the student to contact Advice and Guidance on [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) / 0151 794 5863. They can also drop into the Alsop Building on University Square.

Highlight to international students that a change in their studies means there may be visa implications. Advise the student to contact International Advice and Guidance for advice as part of the decision-making process: [iagteam@liverpool.ac.uk](mailto:iagteam@liverpool.ac.uk).

A student wishing to transfer to a different programme of study will need to follow the transfer procedure, see link below. Highlight to the student that there may be financial implications and they should speak to Money Advice and Guidance before initiating the transfer.

A student wishing to suspend their studies will need to follow the suspension procedure, see link below. Advise the student that suspension is a serious decision and they should think it through, and speak to someone to see if there might be other solutions. They can contact Advice and Guidance for confidential, non-judgmental advice: [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) / 0151 794 5863. Suspensions will have financial implications, so advise the student to contact Money Advice and Guidance for support: ([money@liverpool.ac.uk](mailto:money@liverpool.ac.uk)).

A student wishing to withdraw from the University will need to follow the withdrawal procedure, see link below. Advise the student that withdrawal is a serious decision and they should think it through, and speak to someone to see if there might be other solutions. They can contact Advice

and Guidance for confidential, non-judgmental advice: [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) / 0151 794 5863. Withdrawals will have financial implications, so advise the student to contact Money Advice and Guidance for support: ([money@liverpool.ac.uk](mailto:money@liverpool.ac.uk)).

## What happens next?

When the student contacts Student Welfare Advice and Guidance, they will be given the chance to talk through their reasons for wishing to transfer, suspend or withdraw from studies. Their adviser will offer advice and possible alternatives where appropriate, including arranging additional support if the student needs it to carry on studying. If they decide to go ahead with the process, the adviser will support them to complete the relevant forms and inform the appropriate people.

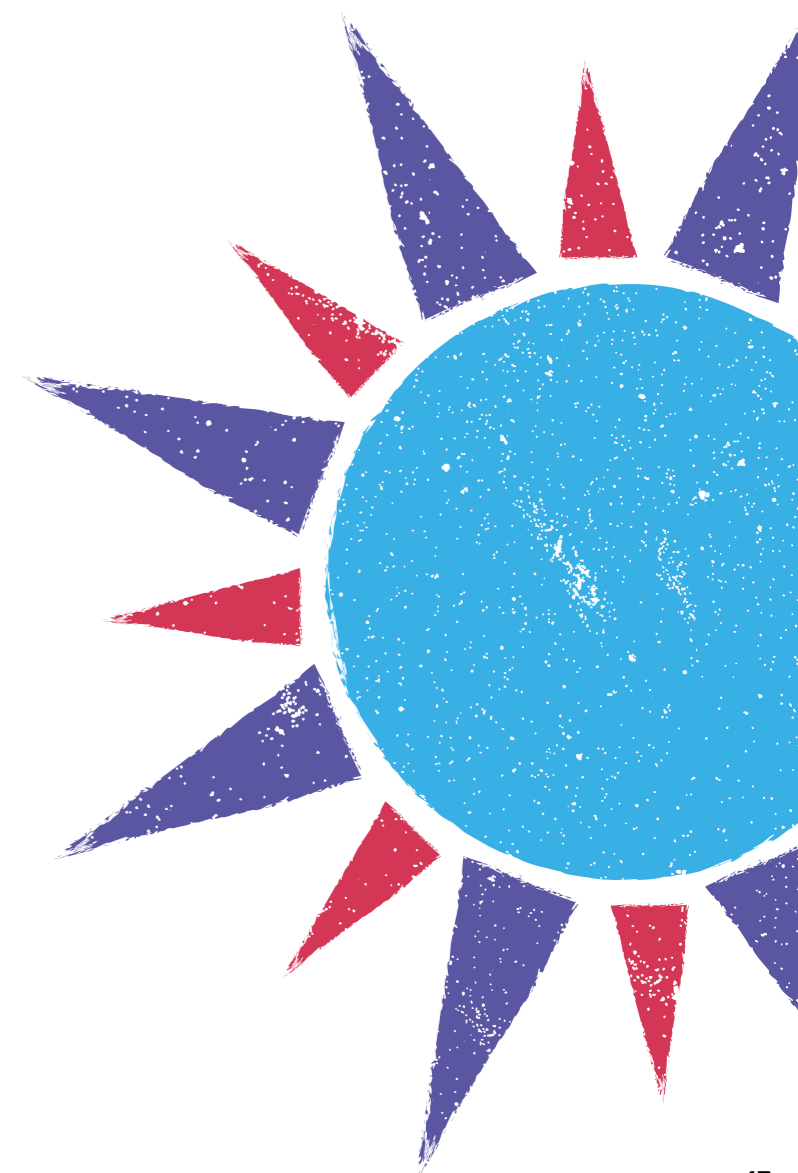
If a student decides to go ahead with the transfer, suspension or withdrawal, the student will return completed forms to their existing School. The School, depending on the request, will inform the student if they are required to meet with their Academic Advisor. When all steps have been completed the School sends the completed form to the Student Administration Team, who will update the student's record and, if applicable, notify the Student Loans Company or, if the student is international and here on a visa, inform the UKVI and, depending on the change, they may be required to leave the country.

## Relevant policies and procedures

Transfer: [www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/transfers/](http://www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/transfers/)

Suspension: [www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/suspensions/](http://www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/suspensions/)

Withdrawal: <https://www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/withdrawing/>





## What should you look out for?

Students may disclose to you that they are concerned about their alcohol consumption or drug use. This can be a sensitive topic and it's important that you are non-judgemental and that you encourage the student to access professional support.

Students may disclose that the University is considering, or has undertaken, disciplinary investigation related to alleged alcohol and drug use.

In some circumstances, you may have concerns about a student who has not disclosed concerns about their alcohol or drug use. Common signs of an alcohol or drug dependency may include sudden mood changes, difficulty concentrating, or a change in time-keeping. These aren't always signs of dependency or addiction, but if you recognise a change in the behaviour of a student there may be an underlying issue of concern and it's possible that this may involve alcohol or drug use to some extent. Excessive drinking or drug use may be an outward sign that they are under stress and may need help.

## What should you do?

Alcohol and drug dependencies are recognised as illnesses that can be successfully treated, particularly if they are diagnosed at an early stage. If you believe that a student may have difficulty in controlling their use of alcohol or drugs, you should encourage them to seek support.

**If you or the student are concerned about their alcohol and/or drug use,** you can signpost to the following support services:

### University Advice and Guidance:

**Email:** [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk)

**Telephone:** 0151 794 5863

**Drop-In service:** times are subject to change, so it is recommended that students visit the Advice and Guidance website for up-to-date information, visit: [www.liverpool.ac.uk/studentsupport/advice/](http://www.liverpool.ac.uk/studentsupport/advice/)

### University Counselling Service

**Email:** [counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk)

**Telephone:** 0151 794 3304

**Drop-In service:** 10-11am Monday to Friday, 14 Oxford Street. Men's Space (male students only) – 2-3pm Tuesdays

### External Support Services

Students may benefit from contacting their GP. Details of other external support services, independent of the University, are available on the Brownlow Health website, visit: [www.brownlowhealth.co.uk/leaflets/drugs-alcohol](http://www.brownlowhealth.co.uk/leaflets/drugs-alcohol).

**If a student has disclosed that the University is considering, or has undertaken, disciplinary investigation related to alleged alcohol and/or drug use,** you should offer information on the above support services **and** the Guild Advice Service, which can offer independent advice on the University's disciplinary procedures:

### Guild Advice Service

**Email:** [guildadvice@liverpool.ac.uk](mailto:guildadvice@liverpool.ac.uk)

**Drop-In service:** times are subject to change, so it is recommended that students call the Guild reception on 0151 794 6868 for up-to-date details.

**Website:** guidance documents on University policies and procedures are available online, visit: [www.liverpoolguild.org/advice](http://www.liverpoolguild.org/advice)

## What happens next?

### University Advice and Guidance

After the student contacts the service, they will be offered an opportunity to meet with an Adviser. The Adviser will discuss the student's concerns

with them and try to help. If the student needs specialist advice, they will refer them to a service best placed to assist. The service is confidential; students can find out more about what this means in practice in their 'Confidentiality Information' leaflet, visit: [www.liverpool.ac.uk/media/livacuk/student-support/ss,\\_,Confidentiality,Leaflet,\\_,AW.pdf](http://www.liverpool.ac.uk/media/livacuk/student-support/ss,_,Confidentiality,Leaflet,_,AW.pdf)

### University Counselling Service

Students who attend the service drop-in will have an opportunity to discuss any problems or issues that are causing them difficulty with a qualified counsellor. Whilst this is not a full counselling session as such, it will provide the student with some space and time to consider how their problems are affecting them and possible ways forward. After the session, if they feel that ongoing counselling would be helpful, the student can choose to register fully with the Service and will be allocated a time to see a counsellor as soon as possible.

### Guild Advice Service

Students who contact the Guild Advice Service are offered an opportunity to discuss their circumstances in a confidential space, independent of the University. The Adviser can support the student in navigating the University's policies and procedures and can help them to present their case.

### Relevant policies and procedures

Alcohol and Drugs Policy (Students): [www.liverpool.ac.uk/accommodation/current-students/your-contract/student-alcohol-and-drug-policy/](http://www.liverpool.ac.uk/accommodation/current-students/your-contract/student-alcohol-and-drug-policy/)



# 12 Discrimination, victimisation, bullying and harassment

## What should you look out for?

A student may directly tell you that they feel they are being discriminated against, bullied or harassed, or you may suspect that there is an issue because of changes in the student's behaviour and demeanour. People being discriminated against often feel worried about coming forward, so look out for signs of withdrawal, fall-off in academic performance or attendance, lack of interaction with a group as a whole or particular individuals and avoidance of certain situations. Students may also report that they have witnessed an incident against another student.

The University is committed to the promotion of equality and diversity and takes all reports of discrimination, bullying, harassment and victimisation very seriously.

## What should you do?

If a student reports an incident of bullying or harassment against themselves or another student, and this relates to your area of responsibility to investigate, work to seek an informal resolution to the complaint. The Bullying and Harassment Policy provides guidance on what bullying, harassment and victimisation are. See: [www.liverpool.ac.uk/hr/diversityandequality/policies/](http://www.liverpool.ac.uk/hr/diversityandequality/policies/)

If the complaint does not relate to your area of responsibility, you can refer the student to a Bullying and Harassment Adviser who can provide impartial advice on other informal resolution options, and the formal complaints processes. The Adviser contact details can be found here: [www.liverpool.ac.uk/intranet/hr/diversity-equality/bullyingharassment/](http://www.liverpool.ac.uk/intranet/hr/diversity-equality/bullyingharassment/)

The student may wish to speak with the Guild Advice Service for independent advice and support: [guildadvice@liverpool.ac.uk](mailto:guildadvice@liverpool.ac.uk)

If the alleged incident relates to a protected characteristic (age; disability; gender

reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex or sexual orientation) the student may wish to seek advice from the Diversity and Equality team: [equality@liverpool.ac.uk](mailto:equality@liverpool.ac.uk)

The Bullying and Harassment Policy sets out the process for a student to seek an informal or formal resolution to an incident of bullying and harassment by other students or a member of staff. The policy is outlined here: [www.liverpool.ac.uk/hr/diversityandequality/policies/](http://www.liverpool.ac.uk/hr/diversityandequality/policies/)

If a student has been affected by the incident and wishes to seek support, they can contact the Advice and Guidance team ([advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) / 0151 794 5863) or the Counselling Service ([counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk) / 0151 794 3304).

- Internet (for students): [www.liverpool.ac.uk/hr/diversityandequality/policies/](http://www.liverpool.ac.uk/hr/diversityandequality/policies/)
- Intranet (for staff): [www.liverpool.ac.uk/intranet/hr/diversity-equality/dignityatworkandstudy/](http://www.liverpool.ac.uk/intranet/hr/diversity-equality/dignityatworkandstudy/)

Bullying and Harassment Advisers do not investigate complaints or provide support to the student through the process, and if this is what is required they should be referred to other services outlined above.

## What happens next?

If you are responsible for investigating the complaint you should seek to determine whether bullying and harassment has occurred, and if it has, determine the appropriate informal resolutions to rebuild the relationship between the parties. This could include instigating disciplinary procedures.

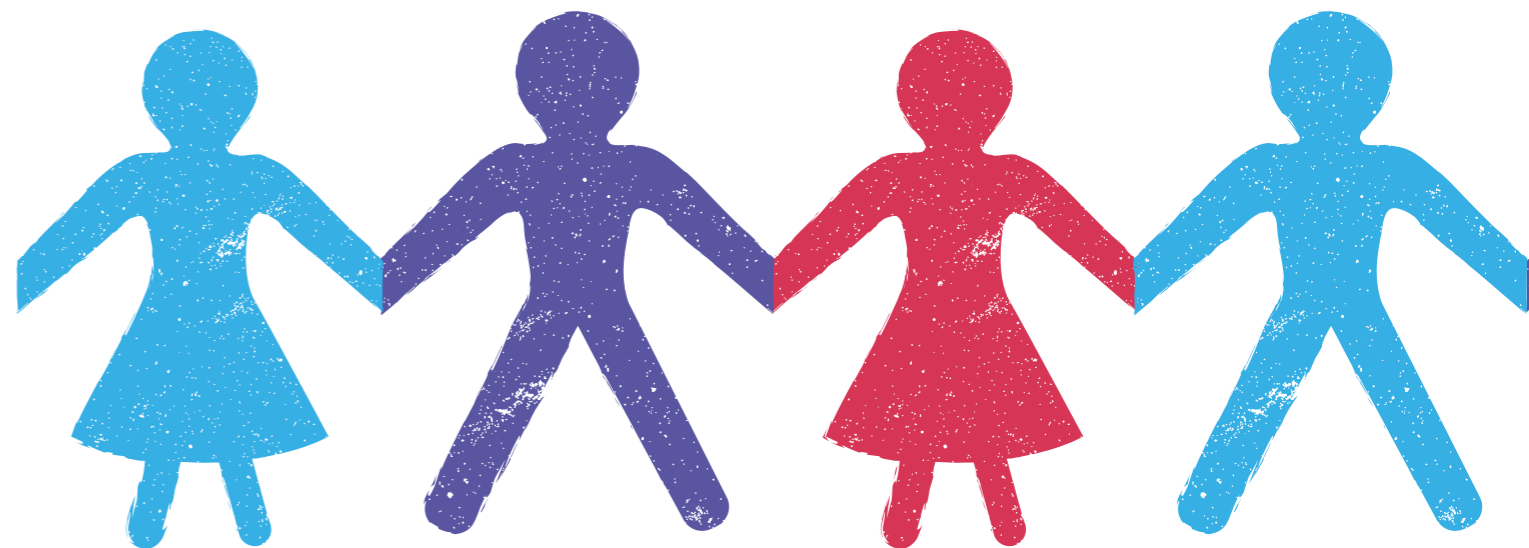
If the Bullying and Harassment Advisers, Advice and Guidance or Guild Advice Service are contacted they will talk the student through their

options, including informal resolution and formal complaints. To make a formal complaint, the student must following the procedure set out in Stage 1 and/or Stage 2 of the Student Complaints Policy and Procedure which will trigger the relevant investigation process.

## Relevant policies and procedures

For more information about what constitutes discrimination, victimisation, bullying and harassment, and the University's policies and procedures in relation to these, please visit: [www.liverpool.ac.uk/intranet/hr/diversity-equality/policiesactionplans/](http://www.liverpool.ac.uk/intranet/hr/diversity-equality/policiesactionplans/)

Student Complaints Policy and Procedure: [www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints/](http://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints/)



# Sexual assault and domestic violence

## What should you look out for?

A student may directly disclose to you that they have experienced sexual assault or domestic violence, or you may suspect that there is an issue because of changes in the student's behaviour and demeanour. Many survivors often feel worried about coming forward, so look out for signs of withdrawal, fall-off in academic performance or attendance, lack of interaction with a group as a whole or particular individuals and avoidance of certain situations. Students may also report that they have witnessed an incident against another student.

If someone has disclosed such a sensitive issue to you, they are demonstrating a great deal of trust in you, but it does not mean that you have to deal with the disclosure on your own. You should seek advice, in confidence, from Student Welfare Advice and Guidance; from the Counselling Service or from the external agencies listed in the University's guidance for staff.

## What should you do?

The University has full, detailed guidance on responding to sexual assault disclosures, available at: [www.liverpool.ac.uk/studentsupport/staffhub/sexualassault/](http://www.liverpool.ac.uk/studentsupport/staffhub/sexualassault/). Paper copies should be available via your line manager. Staff can also access further advice from the Advice and Guidance team on 0151 794 5863 / [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk).

**A sexual assault has just taken place and the assailant poses immediate risk - contact emergency services immediately.** If on campus, contact Campus Support on 2222 and request emergency services (police and/or ambulance). If off campus, contact 999 or local emergency services overseas.

**For non-emergency situations,** you should create a safe environment for the student to talk. You may wish to make brief, factual notes. Do not

begin to investigate the incident, or question the student's account.

**A student reports being sexually assaulted in the last seven days** - advise the student that Safe Place, the local sexual assault referral centre, can give specialist advice. They can be contacted on 0151 295 3550. Students can also seek advice from Advice and Guidance (0151 794 5863 / [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk)). Advise the student that you must share limited information with Advice and Guidance - you should call immediately after you have spoken to the student.

**A student reports sexual assault or domestic violence committed by another student or member of staff** - advise that Advice and Guidance can provide further support. Advise the student that you must share limited information with Advice and Guidance - you should call 0151 794 5863 within one working day.

**A student reports sexual assault by a member of the public** - advise that Advice and Guidance can provide further support. Advise the student that you must share limited information with Advice and Guidance - you should call 0151 794 5863 within three working days.

**A student reports historical sexual assault or domestic violence,** from before their time as a student - advise the student that the Counselling Service may be able to offer support. Give them the contact details: 0151 794 3304 / [counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk). Advise the student that you must share limited information with Advice and Guidance - you should call 0151 794 5863 within three working days.

## What happens next?

What happens next will depend on the circumstances of the case in question, and what the student decides to do. Referring students to Student Services for ongoing support will ensure that the student receives the help they need.

Where the alleged perpetrator is a member of the University of Liverpool (staff or student), the Director of Student Administration and Support will convene a Risk Assessment Panel to determine any measures that need to be taken to ensure students' safety, pending commencement of disciplinary proceedings where appropriate.

## Relevant policies and procedures:

For more information on supporting students who report an incident of sexual violence, see the web hub: [www.liverpool.ac.uk/studentsupport/staffhub/sexualassault/](http://www.liverpool.ac.uk/studentsupport/staffhub/sexualassault/).

Policy on Student Conduct and Discipline: [www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/conduct-discipline/](http://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/conduct-discipline/)



# 14 Victims of crime

## What should you look out for?

It is possible that at some point a student will approach you looking for support as they have become a victim of crime. For example, a student might share with you the fact that they were a victim of crime recently and have not yet reported this to anyone, or, they might tell you that they are finding it difficult to cope following a crime that happened some time ago. Even crimes experienced some time in the past can have a significant effect on a student's day-to-day life and studies.

## What should you do?

Your response will depend when the crime took place. You should start by identifying this.

### Immediate

Assess the immediate risk to the student or others. In emergencies, where the alleged assailant is still in the vicinity and an imminent risk to either the student or to others, or the student has any injury serious enough to require immediate medical attention, call Campus Support on 2222 if on campus and request that they contact emergency services. If the incident is off-campus, contact 999 or local emergency services.

If there is no immediate risk, however the crime has just taken place on campus, Campus Support Services should be contacted on 43252 / 0151 794 3252.

### Recent

Firstly identify whether the student has reported the crime to the police or not.

We suggest that you help the student access the support available:

- Make sure that the student has the telephone numbers for Campus Support 0151 794 3252 and 2222 in an emergency, and

- Suggest to the student that they talk to Advice and Guidance who will be able to discuss pastoral and practical support for the student and also put them in contact with the University Police Liaison Officer (should the student wish to speak to them)
- If they are an international student and important documents such as their passport or BRP have been damaged or lost as a result of a crime, it is important that they access the International Advice and Guidance team.

### Historical

Firstly identify whether the student has reported the crime to the police or not.

We suggest that you help the student access the support available:

- Make sure that the student has the telephone numbers for Campus Support 0151 794 3252 and 2222 in an emergency, and suggest to the student that they talk to Advice and Guidance, who will be able to discuss pastoral and practical support for the student and also put them in contact with the University Police Liaison Officer (should the student wish to speak to them), or
- If they are an international student and important documents such as their passport or BRP have been damaged or lost as a result of a crime, it is important that they access the International Advice and Guidance team.

After experiencing a crime, people can be affected in different ways:

- If the student would like to talk to someone about their experience, needs information on the support available to them, or you feel it would be beneficial, refer the student to Advice and Guidance.
- If you feel that a student's experience of crime is having a significant effect on their mental wellbeing, signpost the student to the Counselling Service ([counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk) / 0151 794 3304).

## What happens next?

What happens next will depend on the circumstances of the case in question. The University's Campus Support team are experienced in responding to serious crimes and liaising with the emergency services. We also have a University Police Liaison Officer.

Referring students to Advice and Guidance for ongoing support will ensure that the student receives the practical and pastoral help they need. For example, if it was a burglary, they can make a referral for specialist housing advice.

To coordinate our response to a serious allegation (eg a safeguarding concern) or crime, the University will often hold a case conference (generally chaired by Student Services, involving key Service and Faculty representatives) to agree a way forward.

If the student reported the crime via the University's Campus Support team, Student Welfare Advice and Guidance will have been sent a copy of the incident report and will have contacted the student to offer support. Campus Support will have also offered general safety advice.

**In most cases, when a person is a victim of crime, it is their decision as to whether or not to report that crime. This can be a difficult decision. If a student tells you about a crime they have experienced which they have not reported, seek to ensure that the student has the support they need to think through their next steps.**

## 15 Accused of a crime or disciplinary offence

### What should you look out for?

A student may disclose to you that they have committed, or been accused of committing, a criminal or disciplinary offence. Another student or member of staff may also tell you that they believe a student has committed, or been accused of committing, a crime or a disciplinary offence.

### What should you do?

#### If a student discloses committing a serious and high-risk offence or crime:

If you have reason for immediate concern about the life or safety of any person, you should call emergency services via Campus Support (0151 794 2222). If you feel unsafe or uncomfortable during the conversation, you should call in a colleague. You can also terminate the meeting at any point if you feel unsafe: advise the student to contact Advice and Guidance for specialist support.

#### In all other circumstances:

If the situation is not an emergency, you should treat the student the same as you would any student disclosing a sensitive incident to you. Ask factual questions but do not begin to investigate the incident. Make non-judgemental statements and do not presume guilt. Advise the student that the University requires students who have been charged with, convicted of or questioned in relation to a criminal matter to declare this formally to the Director of Student Administration and Support. You should also inform the student that you are required to contact the Director of Student Administration and Support to pass on this information. You should contact the Director of Student Administration and Support about this within one working day of receiving the information.

Students who have been accused of an offence can access advice and guidance from Student

Welfare Advice and Guidance and the Guild of Students' Advice Service, both of whom can advise on options and, where required, support the student through disciplinary or criminal proceedings. Advise them to contact Advice and Guidance on 0151 794 5863, by email on: [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) or in person, by dropping into the Alsop Building on University Square. If the student consents, you can contact Advice and Guidance yourself and the team will arrange to see the student as soon as possible. If the student would prefer independent advice from the Guild of Students, they can be contacted at 0151 794 6868 or [guildadvice@liverpool.ac.uk](mailto:guildadvice@liverpool.ac.uk).

### What happens next?

Student Welfare Advice and Guidance or the Guild Advice Service will offer the student advice on their options and University processes. The Guild Advice Service can provide independent advice and guidance throughout and disciplinary processes. Where two or more students are involved in the same incident the University and the Guild will normally allocate each student a different named contact.

A Risk Assessment Panel may meet in line with Appendix H of the Policy on Student Conduct to consider the details of a situation the risks to all parties and how these might be mitigated.

#### Relevant policies and procedures

Policy on Student Conduct and Discipline: [www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/conduct-discipline/](http://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/conduct-discipline/)

## 16 Problems on placements or whilst studying abroad

There are a range of different placement and study abroad activities a student could be involved with. For the purposes of this guide, we are focusing on activity where the student is away from the University campus.

### What should you look out for?

During their time away from the University a student may report difficulties they are experiencing while on placement or study abroad to staff in the University. They may do this as they are seeking support (pastoral or practical) and advice from the University. They may be accessing support but are in contact to make sure the University is aware of the circumstances. On rare occasions, you may be contacted by a parent, friend, placement host or other university.

### What should you do?

For Study Abroad students, Study Abroad can be contacted in the first instance and if they are unable to resolve the situation, Advice and Guidance can be contacted. Study Abroad contact details are available at: [www.liverpool.ac.uk/intranet/external-relations-marketing-and-communications/student-recruitment-admissions-and-widening-participation/study-abroad/](http://www.liverpool.ac.uk/intranet/external-relations-marketing-and-communications/student-recruitment-admissions-and-widening-participation/study-abroad/)

If you are the assigned link member of staff and are unable to advise/resolve or need further advice, please contact Advice and Guidance: [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) or phone 0151 794 5863 and ask to speak to a member of the team.

You can also signpost the student to the relevant team(s) within Student Services directly (see page 4 for details of each team).

If you are contacted by a parent, friend, placement host or other university, it is important that concerns raised are taken seriously, however it is important that you maintain data protection and not share information, addresses etc with a third party.

### What happens next?

The next steps will depend on each individual case. Advice and Guidance will provide support, advice and guidance and may, with the student's consent, liaise with academic School/Department Study Abroad, Careers and Employability Service where appropriate and relevant.

#### Relevant policies and procedures

You can find out more about Study Abroad on their intranet pages: [www.liverpool.ac.uk/intranet/external-relations-marketing-and-communications/student-recruitment-admissions-and-widening-participation/study-abroad/](http://www.liverpool.ac.uk/intranet/external-relations-marketing-and-communications/student-recruitment-admissions-and-widening-participation/study-abroad/)



# 17 Sexual orientation and gender identity

## What should you look out for?

A student may disclose to you that they are struggling with issues relating to their sexual orientation or gender identity. Issues could include difficulties reconciling their sexuality with other values and beliefs, such as their faith, or with societal stereotypes and stigma associated with LGBT people. Lesbian, gay, bisexual and transgender (LGBT) students may be worried about 'coming out', particularly to their family: some families will be very supportive, but others may refuse to accept the student or withdraw financial support. It is still illegal to be gay in over 70 countries and territories so some international students may also be concerned about rejection from their community both here and at home. Students may need guidance on practical matters such as their student record. Students may also report homophobic, biphobic or transphobic bullying, harassment or more serious incidents such as hate crime, which are covered in sections 12 and 14.

## What should you do?

Students may just want you to understand and to accept them for who they are. If you feel comfortable, you can discuss issues of sexuality and gender identity with the student yourself. There is more information available about sexuality and gender identity on the Diversity and Equality website: [www.liverpool.ac.uk/intranet/hr/diversity-equality/](http://www.liverpool.ac.uk/intranet/hr/diversity-equality/). If the student is looking for further information but is not in distress, there is some advice available on the Counselling Service website: [www.liverpool.ac.uk/student-support/counselling/selfhelp/sexuality/](http://www.liverpool.ac.uk/student-support/counselling/selfhelp/sexuality/). The Guild of Students has a LGBT+ society, which is a great way to meet other LGBT students and find out more about LGBT issues: [www.liverpoolguild.org/groups/lgbt-society-4419](http://www.liverpoolguild.org/groups/lgbt-society-4419). Postgraduate students can also join the Staff & Postgrad LGBT Network: [www.liverpool.ac.uk/lgbt/intranet/](http://www.liverpool.ac.uk/lgbt/intranet/). Another useful source of information is the national charity Stonewall: [www.stonewall.org.uk](http://www.stonewall.org.uk).

Students who are distressed or need advice can contact the Advice and Guidance team ([advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) / 0151 794 5863) or the Counselling Service ([counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk) / 0151 794 3304). The Guild Advice Centre ([guildadvice@liv.ac.uk](mailto:guildadvice@liv.ac.uk)) can also provide independent advice to students. If a student is being bullied or harassed because of their sexuality or gender identity, they may wish to contact Diversity and Equality for advice ([equality@liverpool.ac.uk](mailto:equality@liverpool.ac.uk)). You can read more about this in section 12. If a student is estranged from their family because of their sexuality or gender identity and is experiencing financial difficulties as a result, they may wish to speak with Money Advice and Guidance ([money@liverpool.ac.uk](mailto:money@liverpool.ac.uk) / 0151 794 5863).

## What happens next?

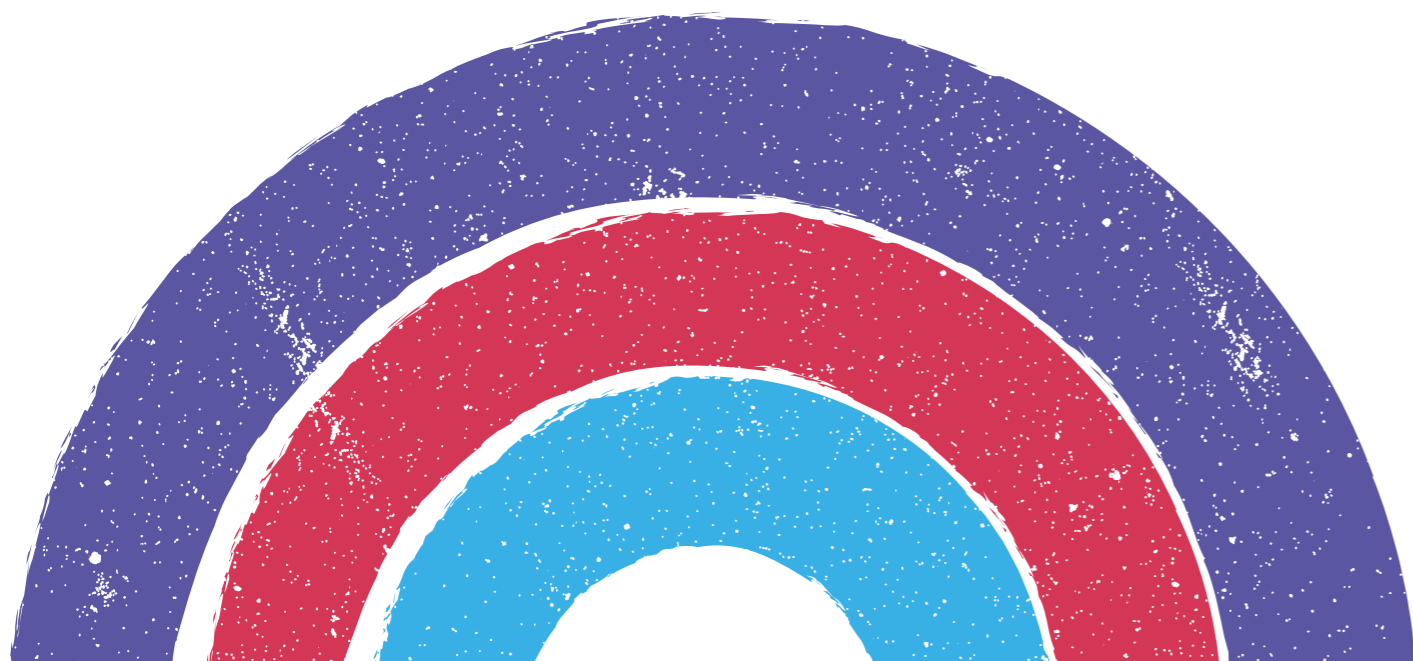
After the student contacts Student Services, a trained adviser will meet with the student to discuss their ongoing support needs, which could include counselling or financial advice. Where a student is looking to transition from one gender to another, Student Services staff can advise the student on how to go about this and may refer them to local specialist services such as the Trans Support Service, visit: [www.liverpoolcommunityhealth.nhs.uk/health-services/sexual-health/trans-support-service-tss.htm](http://www.liverpoolcommunityhealth.nhs.uk/health-services/sexual-health/trans-support-service-tss.htm). Where a student is experiencing financial difficulties as a result of estrangement from their family, the Money Advice and Guidance team will advise the student on their options, and may support them to access the University's Hardship Fund.

## Relevant policies and procedures

For more information about what constitutes discrimination, victimisation, bullying and harassment, and the University's policies and procedures in relation to these, please visit: [www.liverpool.ac.uk/intranet/hr/diversity-equality/policiesactionplans/](http://www.liverpool.ac.uk/intranet/hr/diversity-equality/policiesactionplans/)

Student Complaints Policy and Procedure: [www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints/](http://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints/)

Hardship Fund Guidance: [www.liverpool.ac.uk/student-support/money/fundingforstudents/hardshipfund/](http://www.liverpool.ac.uk/student-support/money/fundingforstudents/hardshipfund/)



## What should you look out for?

All students should be encouraged to inform the University as early as possible if they discover they are pregnant. This is to ensure we can support students.

International students who are pregnant or are planning a pregnancy may not have considered suspending studies, may not be aware of how the UK health system works and may not have planned ahead for costly childcare expenses in the UK. Students sometimes plan for their parents to join them to look after the baby however family members are not able to obtain visas to come to the UK for the purpose of caring for a child. Most airlines will not allow pregnant women to travel after week 36 of pregnancy, or week 32 if pregnant with twins or multiples, so students must make sure to plan ahead so they can return home, if necessary, before this time.

Pregnant international students - especially those having their first child - may not have any support network in the UK for parenting-related matters and may request information on where to go for advice, general support and friendship.

## What should you do?

### Pregnancy

Once a student discloses that they are pregnant you should try to establish a few details to help advise the student on their options with regard to their academic study. We advise that a full risk assessment is conducted as quickly as possible. This is especially important for lab based studies or if a student is intending to start a placement during the pregnancy. More information can be found in the University policy: [www.liverpool.ac.uk/studentsupport/staffhub/policiesandprocedures/](http://www.liverpool.ac.uk/studentsupport/staffhub/policiesandprocedures/)

Expected due date should be established so that you can give advice on what the student needs

to consider regarding their academic progress. You will need to discuss key assessments and examination periods. If the student wishes to discuss the pregnancy with someone outside of the academic department please refer the student to Advice and Guidance who will advise the student. Any discussions or agreed changes to attendance should be recorded and agreed with the student. Please see the staff guidance at: [www.liverpool.ac.uk/studentsupport/staffhub/policiesandprocedures/](http://www.liverpool.ac.uk/studentsupport/staffhub/policiesandprocedures/)

Please check that the student is receiving appropriate medical care and refer them to Brownlow Group Practice if they haven't yet had the pregnancy confirmed. Equally if they haven't yet decided if they wish to continue with a pregnancy please encourage them to speak to their GP as soon as possible.

The University policy states that students are required to take at least two weeks off following the birth (this is in line with NHS guidelines) and we would normally suggest a suspension of up to one year depending on the requirements of the academic discipline.

UK students should be advised to contact Money Advice and Guidance to discuss any impact on their statutory funding and possible entitlement to welfare benefits and tax credits.

International students who are pregnant or are planning a pregnancy should contact International Advice and Guidance as early as possible to discuss how the pregnancy and having a baby may affect their visa and their studies ([iagteam@liverpool.ac.uk](mailto:iagteam@liverpool.ac.uk) / 0151 794 5863).

### Paternity

Requests for paternity leave should always be considered. Academic progress and requirements of the programme should be discussed before and agreement for leave is approved. If agreement cannot be reached please contact Advice and Guidance for additional assistance

## What happens next?

Students can get further help and support from Advice and Guidance who can help with registering with a GP, finding suitable childcare and advising on the University policy for pregnant students. Contact Advice and Guidance on [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk) / 0151 794 5863.

In most cases, pregnant international students may need to suspend studies at some point and return home during this time; IAG can discuss how this would affect their visa. Students will be advised to contact their GP (doctor) who can put them in touch with their local midwifery services for care whilst in the UK.

IAG can offer advice on childcare, schooling, children's centres and local playgroups as well as making contact with other international families and visa advice for dependents. Contact IAG on [iagteam@liverpool.ac.uk](mailto:iagteam@liverpool.ac.uk) / 0151 794 5863.

### Relevant policies and procedures

Suspension: [www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/suspensions/](http://www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/suspensions/)

# 19 Safeguarding (including radicalisation)

## What should you look out for?

### *Children, young people and vulnerable adults*

There are many situations where students may encounter children, young people or vulnerable adults: for example, on placement; undertaking outreach activity or through their research. It is important also to remember that some of our students are under 18. You may witness behaviour that concerns you, or it may be reported to you that others are concerned about a student's conduct in relation to a child, young person or vulnerable adult.

### *Radicalisation*

Universities have a statutory duty to prevent people from being drawn into terrorism; this includes identifying people who may be being radicalised to support violence to achieve an ideological aim. You may be concerned about someone due to multiple changes in behaviour or appearance. For example:

- An individual may stop contact with peers and only be interested in contact with members of a particular ideological group
- An individual may change their habitual style of dress
- An individual may condone violence in support of their espoused ideology.

None of these changes necessarily mean that a student is at risk of radicalisation: they may be indicative of other difficulties and it is important to understand as much as possible about the reasons for such changes. Adopting a safeguarding approach enables relevant services within, and if necessary outside the University, to identify an individual's needs and vulnerabilities.

## What should you do?

If you are concerned about a child, young person or vulnerable adult you should contact the Designated Safeguarding Contact for your area. If

you receive a disclosure of abuse or risk of abuse from a child, young person or vulnerable adult you should not attempt to investigate or interview them. You should listen, be calm and reassuring, and inform them that you must pass the information on to the Designated Safeguarding Contact.

If you are concerned that a student may be at risk of radicalisation, you should speak to your Head of Department, Hall Warden or the Designated Safeguarding Contact about your concerns. If they need further advice they will talk to the University Safeguarding Coordinator.

Designated Safeguarding Contacts are listed on the Student Services Staff Hub: [www.liverpool.ac.uk/studentssupport/staffhub/safeguarding/keycontacts/](https://www.liverpool.ac.uk/studentssupport/staffhub/safeguarding/keycontacts/)

Alternatively, you can contact the University Safeguarding Coordinator directly. Contact details for this key individual are available on the Student Services Staff Hub.

If you have a student who is under 18 on your programme your Head of Department should have ensured that an individual risk assessment has been completed for that student. If your module has activities or content which may not be suitable for a student who is under 18 you should discuss this with your Head of Department as soon as possible.

## What happens next?

The Designated Safeguarding Contact will decide whether to contact the University Safeguarding Coordinator who will decide what action to take, which may include a referral to the local Children's Social Care Services department, and/or the police where there is a significant risk of harm to a child, and take steps to initiate the appropriate staff or student disciplinary procedure when appropriate.

In cases of suspected radicalisation, the Safeguarding Coordinator may decide to refer the student's case to Careline for Channel intervention, which is a national educative programme aimed at diverting vulnerable people away from the extreme ideologies that can lead to radicalisation. If the Designated Safeguarding Contact does not escalate the issue and you remain concerned you should contact the University Safeguarding Coordinator to discuss your concerns.

## Relevant policies and procedures

Policy and Guidance for Staff:

<https://www.liverpool.ac.uk/studentssupport/staffhub/safeguarding/>



## 20 Student has died

The death of a student is rare but can be a very upsetting and stressful event to deal with. If you are contacted about the death of a student it is important that you get the right advice quickly so that you are able to deal with the situation sensitively and with support.

In the event of a death being reported there are number of things that you should do:

### What should you do?

#### If you discover a student who has died on University premises

Call Campus Support on 0151 794 2222

Please do not move anything at the scene.

Arrange for any witnesses or friends of the deceased to be taken to an area away from the scene where they can wait for the emergency services to arrive.

Campus Support will advise you on next steps.

#### If a parent, family or family friend informs you that a student has died off campus

Call Student Welfare Advice and Guidance on 0151 794 5863

Please provide as much information as you can, including details of the relative or friend who has contacted you.

### What happens next?

#### Campus Support will ensure that the scene is protected for emergency services

- Campus Support will inform the Director of Student Administration and Support of the incident to initiate the University's formal response and will liaise with emergency services as appropriate
- The Director of Student Administration and Support will co-ordinate support services to assist with staff and students who may have been affected
- The Director of Student Administration and Support will co-ordinate a response to the next of kin. Usually this would be in a communication from the student's Head of Department to the family
- Student Services will support students who require assistance, this may include organising a visit to the academic department by the Counselling Service to meet bereaved friends either individually or as a group. Arrangements can also be made to support students who wish to make contact with a particular faith or religion
- Student Welfare Advice and Guidance will work with the academic School and Guild of Students to offer support with arrangements for students attending the funeral, organising a memorial or other event to remember the life of their deceased friend
- If the student was an international student, International Advice and Guidance will provide specialist advice to the family.

## 21 Mental health crisis

### What should you look out for?

Although rare, there are occasions that students will exhibit behaviour that gives rise to considerable concerns and an immediate response is required. Examples of these incidences may include (although not exclusively);

- An expression of suicidal thoughts and intent to cause harm to self or death
- An indication that the student cannot keep themselves safe
- The experience of visual and/or auditory hallucinations (eg hearing voices).
- The experience of delusional thoughts or holding fixed irrational beliefs
- A loss of a sense of a shared reality
- A complete lack of functioning and ability to look after self
- An expression of threat or risk to others.

There will be situations that may not warrant an immediate response from emergency services, but there is significant concern for the student's welfare. Non-emergency situations may include a student who is:

- Behaving in ways which are out of character
- Reporting self-harm or suicidal thoughts
- Unusually unable to manage academic responsibilities
- Experiencing changes in mood
- Developing a problem in use of alcohol and/or other drugs
- Experiencing visual or auditory hallucinations
- Holding fixed irrational beliefs that make it difficult to communicate with, or losing a sense of shared reality.

### What should you do?

In all emergency situations, we remind staff that their own safety and that of others including the student of concern is paramount.

Regardless of whether the student has given consent, if there is an immediate risk to life or threat to others' safety, contact Campus Support on 2222 who will call Emergency Services and direct them to your location. If you are not on University premises then call the Emergency Services on 999.

- Do not leave the student alone until help has arrived unless you, or your safety, is compromised
- Do pass on any information you have about the student to emergency services
- Do document your actions, and make senior staff aware of the situation.

In situations where there is not an immediate risk but there is reason for significant concern, staff are advised to contact Advice and Guidance during office hours on 0151 794 5863.

### What happens next?

In emergency situations, the Campus Support team will take responsibility for the situation and inform the emergency services and appropriate staff depending on the situation. After the incident, Campus Support will work closely with Student Services to ensure the safety of all students and others.

Where you have expressed significant concern about a student's mental health, Student Services may be able to offer the student an urgent appointment, facilitate a GP appointment, or if they are known to Services, contact relevant NHS care providers. Student Services will also be able to support an emergency response if required.

## 22 Immediate risk and crisis situations

### What should you look out for?

Situations where a student or others are in immediate risk or there is a crisis situation require speedy referral to Campus Support and emergency services. Examples of situations that may constitute an immediate risk or crisis include:

- A physical or sexual assault or hate crime has just occurred and the assailant is in the vicinity
- Serious injury or immediate health concern
- A student is experiencing mental health crisis (see page 33 for more information)
- Credible threats to the life or safety of any person(s).

In all emergency situations, we remind staff that their own safety and that of others including the student of concern is paramount.

### What should you do?

#### On campus, including within University accommodation

If you feel there is immediate danger or risk to you, the student or others, you should call for emergency assistance. If you have major health concerns then please call an ambulance through the Campus Support team on 0151 794 2222.

All other concerns including violence, aggressive or unpredictable behaviour should be reported to Campus Support on 0151 794 2222 in an emergency. If there is not immediate danger but support is required please call Campus Support on 0151 794 3252.

During office hours, and if safe to do so, you should inform Advice and Guidance of the incident as soon as the immediate risk has been removed. Call 0151 794 5863.

#### Off campus

If the incident is off-campus but within the UK, call 999 immediately.

If a student is in immediate risk whilst overseas, advise them to contact local emergency services immediately. Ask them to contact the University again as soon as they are safe.

### What happens next?

The Campus Support team will take responsibility for the situation and inform the emergency services and appropriate staff depending on the situation. After the incident, Campus Support will work closely with Student Services to ensure the safety of all students and others.

It is important that Campus Support are alerted to any situations to co-ordinate the response. This is crucial to ensure access to car parks and buildings for the emergency services is as easy as possible.

**If you feel there is immediate danger or risk to you, the student or others, you should call for emergency assistance. If you have major health concerns then please call an ambulance through the Campus Support team on 0151 794 2222.**

## 23 Key contacts and policies

Please refer back to page 4 of this guide to ensure that you are contacting the right team. This allows us to provide the best, most timely support to you and your student(s).

### Student Welfare Advice and Guidance

Main Reception: 0151 794 5863

Reception are experienced at dealing with queries, and are able to take details of your query and direct you to the relevant team or member of staff.

Advice and Guidance: [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk)

Disability Advice and Guidance:  
[disteam@liverpool.ac.uk](mailto:disteam@liverpool.ac.uk)

International Advice and Guidance:  
[iagteam@liverpool.ac.uk](mailto:iagteam@liverpool.ac.uk)

Money Advice and Guidance:  
[money@liverpool.ac.uk](mailto:money@liverpool.ac.uk)

### Counselling and Mental Health Advisory Service

Reception: 0151 794 3304 /  
[counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk)

### Guild Advice Service

The Guild of Students provides independent, confidential advice and advocacy to any student. They can offer specialist support to students who are involved in University disciplinary processes.

Reception: 0151 794 6868 / [guildadvice@liv.ac.uk](mailto:guildadvice@liv.ac.uk)

### Big White Wall

Free 24/7 online service for students who are experiencing difficulties.

Visit: [www.bigwhitewall.com](http://www.bigwhitewall.com).

Students can register for free using their University email address.

### Student Health

Brownlow Centre: 0151 285 4578 /  
[www.brownlowhealth.co.uk/](http://www.brownlowhealth.co.uk/)

### Campus Support

Security: 0151 794 3252 (control room) or 0151 794 2222 (emergencies only)

Campus Support can also contact the University Police Liaison Officer if required.

### Employee Assistance Programme

The Employee Assistance Programme (EAP) is a confidential counselling and information service available to assist you with personal or work-related problems that may be affecting your health, wellbeing or performance.

Tel: 0800 3 58 48 58 / <https://staff.liverpool.ac.uk/our-workplace-and-community/employee-assistance-programme/>

### Relevant Policies

All student support-related policies are available at:

[www.liverpool.ac.uk/studentsupport/staffhub/policiesandprocedures/](http://www.liverpool.ac.uk/studentsupport/staffhub/policiesandprocedures/).



