

When to Refer

*Helping students
to access the right
support at the
right time*



What should you
look out for?
What should you do?
What happens next?

*A guide for staff,
by Student &
Academic Services*

FALMOUTH
UNIVERSITY

UNIVERSITY OF
EXETER

www.fxplus.ac.uk

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Introduction



Student & Academic Services comprises professional, specialist staff who offer support and advice to enable students to access, focus on, and remain on their programmes or course of study.

Student & Academic Services

The Compass

ASK Academic Skills

Living Support

Accessibility and Inclusive Learning

English for Academic Purposes

Wellbeing

Chaplaincy

Library & Archives

Email: studentservices@fxplus.ac.uk

Telephone: 01326 370460

Whatever your role - whether you are an academic tutor, or working in a support team, or FXU, 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.

This guide represents a new approach to supporting staff. We welcome feedback about When to Refer and will be reviewing and growing it so it becomes an essential reference point for all the information you need about support services.

How to use this Guide

When to Refer covers a range of the support services offered, focussing particularly on those services we are most commonly asked about. It outlines some of the key signs, cues and behaviours to look out for to help you spot a student who may need additional support. It then provides short practical guidance on action you need to take, as well as some further information about what is likely to happen after you take this action.

When the guidance refers to a "student", this refers equally to undergraduate, postgraduate taught and postgraduate research students.

How Student Services fits with other support offered

Some of the kinds of support described in this guide are highly specialised in nature. For example, mental health assessments or counselling should only be offered to students by qualified professionals. This guide may, therefore, help you to clarify the boundaries of your own role in supporting students, and help you to avoid inadvertently offering advice, which should be given by an expert practitioner. In other cases, specialist support is best provided alongside academic guidance, learning and teaching adjustments, and general pastoral support from you and your teams. Remember that Student Services can also provide you with advice on what you can or should do.

Another key point to note is - if a student appears unhappy and would like someone to talk to but appears to have no need of additional or expert support as detailed in this guide: The Multifaith Chaplaincy Team offers a listening ear or a safe, relaxing space. www.fxplus.ac.uk/students/student-support-services/multi-faith-chaplaincy

Falmouth University's Student Mentor service provides peer support and signposting for every new Falmouth student - studentmentors@falmouth.ac.uk

When a student needs help with a finance enquiry

What should you look out for?

Students experiencing money worries could have difficulties in concentrating on their day-to-day activities and making the most of their time at University. Students or applicants may come to you because they do not know who to speak to about a difficulty they are having in relation to their student loans, fees, bursaries and scholarships, or they may have a query about their entitlement to such support. Look out for signs of worry, a drop in performance, missed academic commitments, or even talk of leaving University as possible clues that a student is struggling financially.

What should you do?

1. If a student or applicant is seeking general information about a finance issue.

Refer the student to their University's website:
Falmouth University:
www.falmouth.ac.uk/student-funding/undergraduate

University of Exeter:
www.exeter.ac.uk/students/finance/

Or direct them to the national website for information on fees, loans and support for living costs:
www.gov.uk/studentfinance

Be careful about offering students the benefit of your own experience. The rules and regulations relating to loans, fees, bursaries and scholarships change regularly. Offering out-of-date advice could create difficulties for the student and the University. If in doubt, refer the student for specialist advice.



2. If a student or applicant wants to speak to a student finance specialist for advice about their individual circumstances.

Direct the student to the University's student finance specialists. They can contact them at:

Falmouth University:
studentfunding@falmouth.ac.uk

University of Exeter:
www.exeter.ac.uk/students/services/sid/

FXU Advice Service:
advice@fxu.org.uk or 01326 255861

Student finance staff can advise on a wide range of issues and, in many cases, will liaise directly with organisations such as Student Finance England on behalf of the student.

In some circumstances, subject to students meeting the eligibility criteria, Falmouth University is able to provide financial support to students in hardship such as non-repayable hardship grants and the University of Exeter can provide Hardship and Retention Funding.



Remember: for students contacting Student Services... The Compass is the first point of contact for all Student Services enquiries. Students can make contact by emailing studentservices@fxplus.ac.uk, calling (01326) 370460 or using Compass Online (compass.fxplus.ac.uk) or face to face in the Lower Exchange on the Penryn campus or Lower Courtyard on the Falmouth campus.

When a student is considering a course transfer, interruption (Exeter)/intermittence (Falmouth) or withdrawal



What should you look out for?

Students may approach you to discuss the possibility of changing course, taking time out, intermitting or interrupting their study, or withdrawing (leaving university before completion). Any of these actions is classified as a 'change of circumstances'.

Students who are considering making such a change are required to initiate their request via Falmouth University or the University of Exeter SID. This guarantees a standardised, consistent approach for all students and provides referral into academic advice and professional support services as appropriate. The same process applies to students who are still considering their next steps. Whilst you can support students with advice as they come to a decision about their future, once they have decided to take that step, they must make a formal request.

What should you do?

1. All students

In the first instance, students should seek advice and guidance from their personal tutor or course team. This is an important discussion that will allow students time for reflection before making any decisions. University of Exeter students can also refer to

www.as.exeter.ac.uk/academic-policy-standards/tqa-manual/Its/proceduresinterruption. Students should also speak to an FXU adviser about any implications for their tuition fees liability and student funding entitlement (advice@fxu.org.uk or 01326 255861) – or the Student Funding Team or Finance.

2. Falmouth University

The student has to fill in and sign a form, which is also signed by the head of course. This form is sent to Student Administration. If a student

is considering a transfer they also have to get an agreement from the head of the course they want to transfer to.

3. University of Exeter

Exeter students are encouraged to discuss their decision with the Welfare Team within the Penryn Hub – email welfare.penryn@exeter.ac.uk.

The student has to fill in a form online via SID, which is finally signed off by the Director of Education. For guidance on how to log an interruption SID enquiry, please see the Student Interruption or Withdrawal Form Guide.

What happens next?

Falmouth University Student Administration Team, or the University of Exeter Education Support team, manages the whole process to ensure a seamless move for the student.



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When a student has a mental health or emotional difficulty

What should you look out for? (Please also refer to the flowchart at page 18)

According to NUS research, one in five students consider themselves to have a mental health problem, with as many as 92% reporting feelings of mental distress. As well as the legal responsibility to make adjustments for those with long term conditions, all universities provide support for students experiencing wellbeing difficulties.

Many students experience symptoms such as anxiety, low-mood or feelings of not fitting in. Everyone can play a role in supportive listening and “signposting” support options. However, if these issues become overwhelming or start to have a serious impact on studies and day-to-day life, then students are likely to benefit from contacting our Wellbeing Team.

What should you do?

There are three levels of response and you need to choose one of the options below, as appropriate:

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

The student has several options:

- 1) They can explore the information and guided self-help resources at: www.fxplus.ac.uk/students/student-services/wellbeing-self-help.
- 2) They can book into a ‘Time to Talk’ session, or register onto a

- psycho-educational workshop (visit compass.fxplus.ac.uk).
- 3) They can complete the online registration form for direct attention by the Wellbeing Team (visit compass.fxplus.ac.uk). Assure the student that the team will contact them within 3 working days to discuss support (variable at times of peak demand).
 - 4) They can email: studentservices@fxplus.ac.uk

To make sure the student knows how to access emergency support, should they need it in the future (e.g. if you do not think they are at risk now, but want to be sure they know what to do if their mood was to worsen over the next day or so) make them aware of the “Need Help Now?” webpage: www.fxplus.ac.uk/students/student-support-services/needhelp-now

2. If, at any time (24/7), you become aware of a student who is at imminent risk of harming themselves or others (e.g. stating they feel they might take their own life or do harm to another person).

First, telephone the emergency services (dial 999 and request an ambulance).

Then, telephone: Student Services (during office hours, 01326 255341) or Night Services (outside office hours, 01326 253503).

3. If a student does not seem to be able to engage with the contact process themselves, and you need advice on how to proceed during University opening hours.

Don’t assume that just because a student is distressed, that they will not be able to contact Student Services.

From 9am to 5pm on weekdays, the Wellbeing Team can be contacted by staff on (01326) 255341 for advice. Sometimes, the Team will decide that a student may be seen on the same day, or they might suggest an alternative course of action.

What happens next?

These pathways are designed to ensure that the student receives the support they need. Once a student contacts Student Services, or completes the online form, they will be contacted with a tailored offer of support. 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 practitioner. If Security is involved in an individual case or incident, then once the initial incident is managed, Security will pass the details onto Living Support to ensure that the team can follow up and offer the student longer-term support if needed.

When a student has a disability, specific learning difference (such as dyslexia) or a long-term medical condition



What should you look out for?

In our student population, there are a large number of students (up to around 1 in 4) with physical or sensory impairments, specific learning difficulties (SpLDs such as dyslexia or dyspraxia), autistic spectrum conditions (for example Asperger's Syndrome) and a range of medical conditions which require particular support. Some students may not yet have a diagnosis. Many students only become aware that they have specific learning differences after starting at university. Students may also become disabled during their time at University. For students who have declared a disability or SpLD, the Accessibility service will liaise with the student to agree the support needed and will document these in an Individual Learning Plan (ILP). Many disabled students find that previous strategies and coping mechanisms which served them well during their time at school no longer work for them at university. Look out for students who regularly submit work late, seem to struggle with elements of their course (for example, written assignments), display perfectionist tendencies or frustration at the marks they are receiving as they could potentially benefit from some additional support.

What should you do?

1. If an ILP is in place and you are still concerned, you can:

Discuss your concerns with the student and ask them to contact Accessibility to review their support. They do this via The Compass by visiting the desk in The Exchange (Penryn) or The Hub (Falmouth) or emailing studentservices@fxplus.ac.uk. The student could also phone the Accessibility Team directly on

01326 253629. If they prefer they can attend an Accessibility drop-in session. These are held every day in the Student Services Annexe ground floor at Penryn and in The Hub rooms at Falmouth on Monday and Wednesday mornings. Times can be obtained from The Compass or found at <http://inclusive.fxplus.ac.uk/drop-sessions>

2. If an ILP is not in place, it is recommended that you check whether the student has completed the Do-IT Profiler, which provides feedback on the students' study-related strengths and weaknesses.

If a student hasn't completed the Do-IT profiler, encourage them to do so by providing them with the link to the webpage (www.inclusive.fxplus.ac.uk/do-it-profiler)

Advise them to access the StudyHub webpages - www.studyhub.fxplus.ac.uk - which will provide them with a wide range of resources to support them, including the opportunity to attend relevant training and advice sessions.

We recommend students contact Accessibility as soon as possible, rather than wait until they encounter difficulties. We respect a student's wish not to come forward for support if they prefer not to do this. However, it is important that they understand the implications of this choice. In circumstances like this, you, as a staff member, are very welcome to contact the service for advice.

What happens next?

An Accessibility Adviser will work with the student to develop and agree a package of support appropriate and relevant to their individual circumstances. The Adviser may recommend and source additional support for students; develop an Individual Learning Plan (ILP) to outline what adjustments should be put in place for the student; or ensure that the student receives any external funding to which they are entitled. The Do-IT Profiler, once completed, provides personalised feedback and links to resources for students. If, after doing the Profiler, students think they might have specific learning differences, ask them to contact the Inclusive learning team at inclusive@fxplus.ac.uk.

When a student has concerns about their academic work

What should you look out for?

Students arriving at University may not feel equipped to meet the demands of academic study at a higher level. They may experience a crisis of confidence on arrival, or later when a difficult assignment coincides with other deadlines and/or personal problems. Sometimes student anxiety is focused on a particular aspect of study (such as essays, referencing or presentations). Many students compare themselves unfavourably to others. A lack of confidence and/or poor grades can also be part of studying while experiencing mental health difficulties (see page 4) or specific learning differences (SpLD - see page 5)

What should you do?

1. When a student lacks confidence academically or does not meet the standard expected



You can refer a student for one or a series of individual tutorials with an academic skills advisor. In an ASK tutorial we can discuss study strategies in general or focus on specific pieces of work either before or after hand in. Students can book themselves a 40 minute slot to suit their timetable at ask.fxplus.ac.uk or you can book on their behalf via the booking system, via email or phone 01326 370438 ext 1438. If you would like us to invite a student to attend a tutorial, please let us know. Online students can also access our services via ask.fxplus.ac.uk

Students can also access study advice:

- At the Library Info Perch (Penryn and Falmouth campuses). Twice weekly drop-in service for help with research, information and study skills (see page 7 of this guide and What's On guide at studyhub.fxplus.ac.uk)
- At workshops and classes on campus arranged by StudyHub (see What's On guide at studyhub.fxplus.ac.uk). There are regular webinars for online students.
- At Accessibility and Inclusive Learning weekly drop-ins and information sessions (see page 5 of this guide and What's On guide at studyhub.fxplus.ac.uk)

2. When a student is referred because of academic misconduct (Mandatory Study Skills)

A student can be referred to ASK as part of disciplinary processes (usually in connection with plagiarism). As above (1), the students or a staff member can contact ASK to arrange the first meeting.

If you prefer, we can send the student an invitation to attend. Please help us by providing contact details for an academic team member with whom we can liaise through the process.

What happens next?

An ASK advisor will work with your student to understand their individual approach to academic work, any difficulties they may be having and to help them find study strategies which will work for them. ASK can work with you and your student to develop and deliver a programme of ongoing support. ASK will co-ordinate with other services to monitor the range of support and make sure students are correctly signposted to services as appropriate. ASK advisors can also work with you to develop workshops, classes or drop-ins on effective study as part of any course's curriculum. See also ask.fxplus.ac.uk and our 'Bookable Sessions' booklet. Contact: ask@fxplus.ac.uk

When a student needs help with research and information skills

What should you look out for?

Research and information skills are a key assessment criteria for all courses. Students may struggle to find secondary information to support their arguments, to evaluate the merit of different sources or to reference their work. This is often more noticeable in written assignments and at periods of transition - for example the first written assessment at University, final year dissertation or start of a postgraduate course. However, information literacy is also a skill that we all use in our everyday lives and is essential in the workplace.

What should you do?

1. When a student is struggling with research and information skills



Suggest that the student visit the Info Perch. This is a drop-in service for help with research, information and study skills held twice a week in term time at each campus library. studyhub.fxplus.ac.uk/info-perch.

Info Perch Penryn
Tuesday & Thursday 13:30 - 15:30

Info Perch Falmouth
Monday & Wednesday 13:00 - 14:00

One-to-one appointments are also available at other times. Please contact:

Falmouth University -
your Academic Liaison Librarian
library.fxplus.ac.uk/support/where-get-help/academic-liaison

University of Exeter -
libhelp@fxplus.ac.uk

2. When you feel most of the cohort needs help with research and information skills

Academic Liaison Librarians are keen to work with you to develop workshops, classes or drop-ins embedded in your curriculum. Sessions which are tailored to specific assessments and appropriately timed are proven to be the most effective.

Please contact:

Falmouth University -
your Academic Liaison Librarian
library.fxplus.ac.uk/support/where-get-help/academic-liaison

University of Exeter -
libhelp@fxplus.ac.uk

What happens next?

A professional librarian from the Academic Liaison team will discuss with the student(s) the assignment brief, their work so far and what they need help with. Depending on need, the librarian will help them to develop a search strategy, show them how to find and use relevant sources in the library's online and physical collections, give them tools for evaluating the information they find, discuss suitable reference management software and help them to apply the referencing guidelines for their course.

When a student has a query related to faith, belief or religion

What should you look out for?

Coming to university is an exciting time for students and brings with it greater freedom to question the world around them and their place in it. For many this may mean exploring issues of faith, perhaps questioning their own beliefs, or exploring new ideas and possibilities. The Universities also have responsibilities for responding to practical issues of faith observance on campus and requests from students for adjustments. Students may come to you with a variety of questions about faith.

What should you do?

1. Direct the student to the Multifaith Chaplaincy Team.



The chaplains are experienced in supporting students (and staff) of all faiths and none, on a wide range of issues related to faith, spirituality and religious observance.

The student can email chaplaincy@fxplus.ac.uk, or call (01326) 370744.

They can also visit in person:

Penryn Campus - No 8 Tremough Barton Cottages

Falmouth Campus - Kerris Vean

www.fxplus.ac.uk/students/student-support-services/multi-faith-chaplaincy

www.fxplus.ac.uk/students/student-support-services/multi-faith-chaplaincy

What happens next?

The Multifaith Chaplaincy Team provides spiritual and pastoral care, a listening ear or a safe, relaxing space. They offer a range of services including: one-to-one support, organised events and activities, information on local places of worship and connections to local faith communities. Chaplains work with staff members as well as students.

The Multifaith Chaplaincy Team also offer a listening ear or a safe, relaxing space for any student who appears unhappy and would like someone to talk to but does not seem in need of significant or expert support.

www.fxplus.ac.uk/students/student-support-services/multi-faith-chaplaincy



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When a student has an enquiry about their visa



What should you look out for?

International students will often have queries relating to their visas particularly when they are approaching the end of their course or wish to seek a renewal or extension. Be aware that students may be anxious about these issues, and may need support particularly towards the end of their programmes. As visa rules and immigration laws are complicated, and as visa and immigration advice can only be provided by qualified and regulated specialists, you must always refer any student who is seeking advice.

What should you do?

1. Falmouth University: contact student.admin@falmouth.ac.uk

2. University of Exeter: If students have any questions about complying with their visa conditions, extending visas, lost BRPs or general immigration advice, please contact the dedicated International Student Adviser through info.penryn@exeter.ac.uk, or go to the Info Desk in the Peter Lanyon Building between 9am - 5pm Monday to Friday.

What happens next?

An adviser will support the student with all aspects of their query.



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When an international student has English language difficulties



What should you look out for?

Studying at university with the additional challenge of a second language is exciting and but can be extremely challenging. Students may not be participating fully in seminars and tutorials, and may show signs of not understanding tasks, struggle with written assignments or generally seem isolated and unhappy.

What should you do?

1. Direct the student to the Languages Team

Direct or bring them to the Languages Office in Tremough Annex or in the Hub on the Falmouth campus (Shared with the ASK Team)

2. Contact

languages@fxplus.ac.uk

languages.fxplus.ac.uk/



What happens next?

The student can access:

Weekly subject specific academic language classes (e.g. English for Film, English for CEMPS postgraduates) focusing on course requirements.

General English classes (English in the News; Pronunciation-Sounds of English).

1-1 Tutorials to work on individual assignments.

Social activities (Excursions; Weekly social football NotVery Atletico).



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When a student has a communicable or notifiable disease

What should you look out for?

In any student population there is always the risk of the spread of illness. Whilst major outbreaks and serious diseases are comparatively rare, the Universities have legal and moral responsibilities to respond in a timely, appropriate and effective way to communicable disease. Under the Health Protection (Notification) regulations 2010, there are a number of illnesses which, if diagnosed, should also be reported to Public Health authorities (including cholera, malaria, measles, meningitis, mumps, SARS, TB and whooping cough). It is possible that a student you know may complain that they are feeling ill with the symptoms of a communicable or notifiable disease. Alternatively, you may receive a report, directly or indirectly, that a student has already been diagnosed, or is being tested for, such a disease.

What should you do?

1. Firstly, ensure that the student is receiving appropriate medical attention.

For some conditions, this will mean advising that they go straight to their GP or go to Accident & Emergency.

In other cases, you may need to phone an ambulance. If you call for an ambulance, you should notify Security on 01326 255875.

2. Secondly, report the case internally within the University.

You can do this by contacting Living Support (01326 255341, ls-team@fxplus.ac.uk, or out-of-hours, telephone Security on 01326 255875) and explaining that you need to report a case (or potential case) of a communicable disease. It's helpful to have key information to hand when you make this call,

such as: the student's name, student ID, and contact details (especially phone number), information about the student's current whereabouts, information about whether the student has already received a diagnosis and which parts of the NHS they have already engaged with.

What happens next?

Living Support or Security (as appropriate) may provide you with some initial actions to take. However, it is more likely that they will look into the matter and come back to you. If required, Student Services will make a notification of the case to the relevant Public Health authorities. In some cases, a case conference will also be convened by Student Services to ensure effective cooperation with any NHS efforts to trace people who have been in contact with the students, coordinate internal and external communications, and ensure that the response is effective and well-managed.



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When a student reports discrimination, victimisation or harassment



What should you look out for?

Whilst universities are, by their very nature, liberal and inclusive environments, there is always a risk that a student may feel they have been harassed or discriminated against. Such behaviour can have a serious impact on the individual and the University, as well as being morally and legally wrong. The Universities are committed to equality, inclusion and promoting a positive campus culture. We have a zero tolerance approach and take allegations of discrimination, victimisation or harassment very seriously. Remember, discriminatory behaviour can be based on a number of characteristics and all cases of potential discrimination, victimisation or harassment are treated equally seriously. People being discriminated against or harassed often feel worried about coming forward. Look out for signs of withdrawal, fall-off in academic performance or lecture attendance, lack of interaction with a group as a whole or particular individuals and avoidance of certain situations.

What should you do?

1. If the student would like to talk to someone about their experience and discuss their options, refer the student to Living Support.

The student can email livingsupport@fxplus.ac.uk, or call (01326) 255341.

Students can also be directed to the FXU Advice Team, who can provide support and advice which is independent of the Universities. Contact advice@fxu.org.uk.

What happens next?

As well as ensuring that the student is offered support, staff can assist with addressing the matter through the Complaints Procedure. The University is committed to tackling incidents of harassment on our campuses so will record anonymised information about the incident(s) to help us develop our understanding of any trends relating to harassment or discrimination. Staff who would like advice about a student related situation can contact the Living Support team directly, on 01326 255341 or email ls-team@fxplus.ac.uk



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When a student is a victim of crime

What should you look out for?

A student may approach you for support following a crime. A student might, for example, tell you that they were a victim of a recent crime, but have not 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. 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?

1. First identify whether the student has reported the crime and if not, help them to decide whether to do so. Help the student access the support available.

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.

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

If a student would like to talk to someone about their experience, or if you feel it would be beneficial for them to do so, you can refer the student to Living Support, who will assess the student's situation and refer them to the right support. The student can email livingsupport@fxplus.ac.uk, or call (01326) 255341.

Make sure that the student has the telephone numbers for Security/out of hours support: Campus security enquiries: 01326 255875 or Emergency/First aid landline: 01326 254444 (4444 internal phone).

Encourage the student to speak to Living Support about the situation. It is important to note that Living Support, regularly liaise with the Police in order to help support the student.



What happens next?

What happens next will depend on the circumstances. Living Support are experienced in responding to serious crimes and liaising with the emergency services. Referring students to Student Services for ongoing support will ensure that the student receives the help they need. Where there is concern relating to risk, Student Services will review the level of risk involved in any situation and take action accordingly. Staff who would like advice about a student related situation can contact the Living Support team directly, on 01326 255341 or email ls-team@fxplus.ac.uk



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Disclosure of sexual violence or assault



What should you look out for?

A student may disclose that they have been subject to sexual violence or have been assaulted. The student may not have reported the issue to the Police or another agency, and you may be the first person they have told.

What should you do?

1. Your role is to accept what the student tells you as fact, and help them to make their own choices about what they would like to do next.

It's important to communicate that you believe the student. It's helpful to clarify your understanding by relating back what they have told you. It's also helpful to make a brief, factual note of what the student told you straight after the conversation.

2. Encourage the student to agree to speak to Living Support

(livingsupport@fxplus.ac.uk, 01326 255341)

Living Support staff are trained by First Light to provide support, information and liaison where needed.

If the student does not wish to speak to Living Support, you should provide the student with the contact details of the local First Light. Students can contact First Light directly for appropriate advice and support.

Inform Living Support of the disclosure, whether or not the student wishes to speak to them. If you are able to do so, advise Living Support if you have reason to believe that the alleged perpetrator is also a student.

First Light, Truro:
www.firstlight.org.uk
(01872) 272 059



What happens next?

If a student is referred to Living Support, staff will talk them through their options and provide liaison where required. Living Support link directly to SARC and also liaise with a dedicated Independent Sexual Violence Advocate who can meet the student at a location of their choice. Living Support will also assist the student in reporting the matter to the Police if they decide to do so. Support with other practical issues to support the student's wellbeing and safety can also be provided. Student Services staff will review the level of risk in accordance with the Sexual Violence Protocol to determine if there may be a need to act to protect the individual / or others who may be at risk. Staff who would like advice about a student related situation can contact the Living Support team directly, on 01326 255341 or email ls-team@fxplus.ac.uk



Remember: for students contacting Student Services... The Compass is the first point of contact for all Student Services enquiries. Students can make contact by emailing studentservices@fxplus.ac.uk, calling (01326) 370460 or using Compass Online (compass.fxplus.ac.uk) or face to face in the Lower Exchange on the Penryn campus or Lower Courtyard on the Falmouth campus.

When a trans or transgender student is seeking advice and support



What should you look out for?

It is estimated that there are up to 500,000 trans people in the UK and, whilst not all will transition to their preferred gender, many will look for advice and assistance at some point. The Universities have legal and moral responsibilities to ensure that trans people are effectively supported. It is possible that a student may come to you seeking advice either because they are questioning their gender identity or because they have made the decision to transition to their preferred gender.

What should you do?

1. You should listen with empathy and seek to understand what the student wants assistance with.

You should discuss confidentiality and always seek agreement from the student before sharing any information with anyone else.

You can refer the student to Living Support: livingsupport@fxplus.ac.uk

What happens next?

A confidential appointment will be held with a Living Support Officer who will support the student and discuss their circumstances with them. If they are experiencing gender confusion, they will be signposted to specialist local support services who can provide further advice and guidance. If they have made the decision to transition, then the Officer will discuss this with them and develop, as part of their support package, a plan which will agree how their transition will be managed from a University perspective. This will include amongst other things; any necessary changes needed to their University records and identification, any amendments to their accommodation and any adjustments required to ensure continued engagement with their programme. The Team will liaise with departments across the University to coordinate the actions required to support the student and this may require further input from yourself or your colleagues. Staff who would like advice about a student related situation can contact the Living Support team directly, on 01326 255341 or email ls-team@fxplus.ac.uk



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When you think a student is susceptible to radicalisation

What should you look out for?

Along with all public bodies, the University has a duty to pay due regard to preventing students from being drawn into terrorism or violent extremism. All staff share this a responsibility to help keep our students safe. Experimenting with radical ideas is part of the University experience for many students and this is not negative. However, if these ideas go so far from the norm that an individual begins to see violence as legitimate, it is appropriate to intervene. These issues are not linked only to any specific religious belief or political ideology, and there is no definite pattern to radicalisation. You can however look out for the following:

- Cultural or religious isolation especially a student actively avoiding a diverse group of people
- Changes in peer group - such as spending long times away with unusual people
- Isolation from family and significant difficulties in adapting to university life
- Political activism or the possession of literature advocating extremist views or actions
- Any sudden or significant increases in political activity or religious practices, in a way that gives rise to concern
- Accessing violent and hate rhetoric either in print, on line or expressing these verbally
- Suspicious items - for example, very large amounts of money, multiple passports/personal documents, large amounts of peroxide, fertiliser, unusual looking cooking and kitchen appliances or other everyday items which could make explosives.



Be mindful that, as well as being signs of vulnerability to potential radicalisation, these issues might also suggest other support needs. Our approach is to always consider each case individually and decide on the best way forward.

What should you do?

1. All staff should ensure that they complete the Prevent mandatory online training module.

2. If you have concerns about a student and are not sure whether radicalisation might be a factor, you can call Living Support on 01326 255341.

3. If, at any time, 24/7, you become aware of a student who is at imminent risk of harming themselves or others, contact the Police on 999, followed by Security / out of Hours Teams on 01326 255875.

What happens next?

The relevant Student Services staff will talk through your concerns and if needed, a case conference will be held involving Student Services, Security and other relevant academic and professional services staff to plan the next steps. A range of options might be considered depending on the evidence and the possible risks posed. Security and Student Services are able to liaise with external support services (e.g. Adult Services, Police, and the regional Prevent team), should this be necessary. You may be asked for further information about your concerns but it is unlikely that any further action will be expected of you. Staff who would like advice about a student related situation can contact the Living Support team directly, on 01326 255341 or email ls-team@fxplus.ac.uk



Remember: for students contacting Student Services... The Compass is the first point of contact for all Student Services enquiries. Students can make contact by emailing studentservices@fxplus.ac.uk, calling (01326) 370460 or using Compass Online (compass.fxplus.ac.uk) or face to face in the Lower Exchange on the Penryn campus or Lower Courtyard on the Falmouth campus.

When a student has died

What should you look out for?

What happens if you are made aware of a student death?

The death of a student, though rare, represents a sad loss to the whole University community. The Universities may be informed of the death of a student a few times each year, and when this happens, there are a range of responsibilities to discharge whilst being sensitive to the needs and wishes of those involved. In the rare circumstance that you discover, or are the first to be notified, that a student has died, there are some actions you need to take.

What should you do?

1. In the unlikely event that you are the person who discovers a student who has died on University premises

Telephone the emergency services immediately and then notify Security on (01326) 255875.

You should also: Ensure that the area is not disturbed, and arrange for any witnesses or friends of the deceased to be accompanied to a quiet area where you and they should wait for emergency services and Security to arrive. Security will take charge of the situation and liaise with the emergency services in relation to the immediate incident/scene.

2. In the event that you are notified that a student has died off-campus - for example, if the parent or a friend of a student contacts you to let you know of the death of a student.

Contact Living Support on (01326) 255341 or ls-team@fxplus.ac.uk. If you are notified out of hours, please contact Security on (01326) 255875. It is helpful if you can provide as much information as possible (e.g. the student's ID number, course, level of study, etc.).



What happens next?

Following any emergency services involvement, Student Services will allocate a Response Co-ordinator who will liaise with the appropriate internal and external representatives. This includes, ensuring that appropriate support is offered to the next-of-kin, communications with students, staff and others are coordinated, and support is offered to friends and fellow students, as well as coordinating the range of practical actions required in the case of a student death.



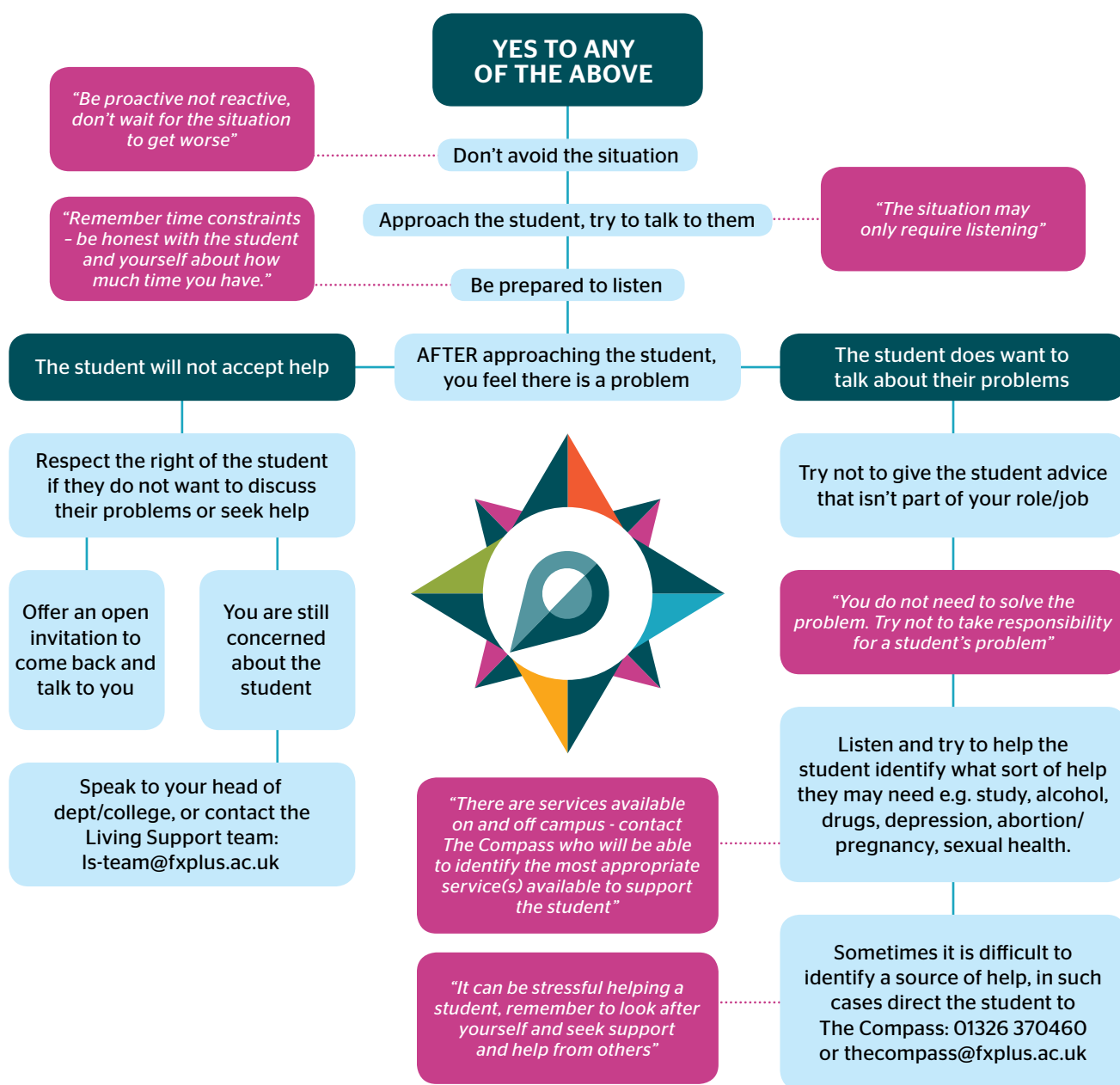
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Practical guidelines for staff supporting students with possible mental health problems

How do you know there is a problem?

- The student told you?
- Other students or staff have voiced their concerns?
- You've noticed significant changes in a student's appearance - weight loss/gain? - decline in personal hygiene?
- You've smelt alcohol or cannabis on the student on a regular basis?
- You've noticed changes in the mood of the student? - withdrawn, miserable, hyperactive, sad
- You've noticed recent changes in the student's behaviour?
- The student's academic performance has changed dramatically?
- The student has been experiencing these problems for a significant amount of time



Phone numbers



Student issue

Staff Direct Contact Details

For immediate, life-threatening emergencies

999

Provide the exact location / postcode of the area the student is (for Campuses: Penryn: TR10 9FE; Falmouth: TR11 4RH; Truro TR1 3HD)

Please also advise Security if an emergency vehicle is attending a campus.

Struggling academically - performance, study skills

askadmin@fxplus.ac.uk
(01326) 370438

Engagement, behaviour or conduct

ls-team@fxplus.ac.uk
(01326) 255341

Housing

accommodationadmin@fxplus.ac.uk
(01326) 253639 or advice@fxu.org.uk

Disability or dyslexia

accessibilityadmin@fxplus.ac.uk
(01326) 253629

Medical

Health Centre (01326) 372502
www.falmouth.ac.uk/health

Money worries

studentfunding@falmouth.ac.uk or
advice@fxu.org.uk

Wellbeing and mental health - anxiety, relationships, social or personal issues, cause for concern

ls-team@fxplus.ac.uk, (01326) 255341 or
advice@fxu.org.uk

International students

compassadmin@fxplus.ac.uk or
languages@fxplus.ac.uk or
info@fxu.org.uk

International Student Adviser
(University of Exeter students only):
info.penryn@exeter.ac.uk

Spirituality and religion

chaplaincy@fxplus.ac.uk
(01326) 370744

Out of hours support

Campus security: (01326) 255875 securityservices@fxplus.ac.uk
Emergency/First aid landline: (01326) 254444 (4444 internal phone).

Library & Archives

library@fxplus.ac.uk
Penryn Campus Library 01326 370441
Falmouth Campus Library 01326 213815

If you are not sure what to do, contact compassadmin@fxplus.ac.uk or ring Student Services on (01326) 370460 who will point you in the right direction. We are open Monday to Friday, 9am to 5pm. Academic staff should also inform the students' tutor about welfare issues.

Notes

For more information:

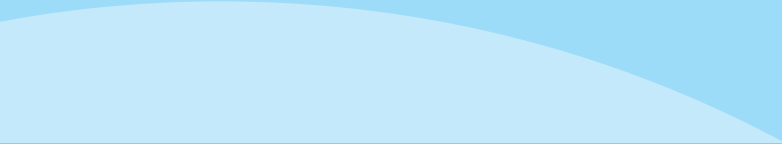
www.fxplus.ac.uk/students/student-services
studentservices@fxplus.ac.uk
(01326) 370460

Comments and feedback:

*If you have any comments or
feedback about this guide
please contact:*

David Dickinson
Director of Student and
Academic Services
david.dickinson@fxplus.ac.uk

This guide was developed with permission on the basis of a similar document produced by the University of Northumbria.



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