

Section X

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Information for Tutors and Supervisors

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Tutorial Supervision

Every undergraduate student following a course of study at the University is placed under the guidance of a tutor. The tutor, without necessarily giving ordinary tuition, supervises the student's time-table and schemes of work and periodically reports on the student's work and progress. Students should refer to their tutor for advice and information on all matters connected with their course of study and University life generally.

If students wish to transfer from one tutor to another, they should consult the Head of their School; alternatively, they may seek the advice of the tutor to whom they wish to transfer, in which case they must also inform the Head of their School that they have done so.

Every postgraduate student is placed under the guidance of a supervisor who acts in a capacity similar to that of a tutor. In addition each School appoints a postgraduate tutor or adviser to whom a student may refer any special difficulty. (See The Research Degree Training Programme).

Other Sources of Assistance

Apart from their Head of School, tutor or supervisor, students are invited to seek advice and assistance from the appropriate School office, or centrally, through the Student Support Manager, Student Services Department or through the Finance Department (Fees Office), or the Accommodation Office. Students living in Hall may similarly consult the Warden or the Senior Resident. All students and staff can make direct and confidential contact with the University Counselling Service whether seeking support for themselves or out of concern for another member of the University community.

Sources of Assistance for Members of the University

The University Counselling Service

Stephen Messinger, Head of Service, eight permanent counsellors and a receptionist/secretary, provide a counselling service for students and staff of the University. The service is located at 11/12 University Crescent.

The reception at University Crescent is open each weekday between 10am and 4pm for enquiries and appointments for Highfield. **Telephone 023 8059 3719 or ext 23719**. Messages may be left by voicemail outside of these times. The same telephone number will also provide information about the opening times. Appointments for Winchester School of Art can be made with the Registry office. **Telephone 023 8059 6918 or ext 26918**. Appointment times are available throughout the day and early evening. A reduced service is maintained during vacations.

About one in every seventeen members of the University make individual and confidential contact with the Service each year about personal, emotional, relationship, work-related or other concerns. The counsellors will try to see new clients as quickly as possible, and first appointments usually occur within 5 working days. The Counselling Service also offers support and consultation for tutors and others, and takes part in training and development programmes for staff and student groups'.

The Advisers to International Students

International students who desire advice on academic and other matters which cannot conveniently be dealt with through the usual channels are invited to consult the Advisers to International Students, Mr Eric Cooke (Department of Electronics and Computer Science)(31.7.03), email ecc@ecs.soton.ac.uk and Dr Terry P Martin (School of Education)(31.7.03), email tpm@soton.ac.uk

The Disability Co-ordinator

The Disability Coordinator is Ms Deb Viney who can be contacted in the Student Services Department, Ext. 25644 or e-mail dsv@soton.ac.uk. Students and staff are welcome to contact Deb on any matter directly or indirectly related to disability.

The Adviser to Dyslexic Students

Dyslexic students, or those who wish to have an assessment to find out if they are dyslexic, should consult the Adviser to Dyslexic Students, Janet Skinner. Ext: 22759. Email: dyslexia@soton.ac.uk

The Careers Advisory Service

The Careers Advisory Service is in Building 3.

Termtime opening hours:

Monday - Friday 08.30 - 17.00

Vacation opening hours:

Monday - Friday 08.30 - 12.30, 13.30 - 16.30

August opening times may vary - please consult the website.

The extensive Careers Library contains paper, video and computer based resources for information and guidance. Careers advisers can offer advice and guidance to enable students to make informed choices with regard to further study, postgraduate research or employment.

The E-jobs vacancies service offers students a free electronic vacancies service for full-time permanent jobs to casual term time employment, year-long placements and summer work experience opportunities. The service is linked from the CAS website.

All CAS activities are advertised on their Web site at: www.careers.soton.ac.uk

Chaplaincies

There is an ecumenical Chaplaincy Centre at 41 University Road (ext. 23511). The chaplains are:

The Revd. David Simpson
Chaplain's Lodge
Wessex Lane
South Stoneham
Southampton SO18 2ST
Tel: 023 80 558126 (or Ext. 24623)

The Revd. Michael Ryan
C/o The Chaplaincy Centre
Ext. 24622

The Revd. Amanda Harper-Massey
2 Wykeham Close
Bassett
Southampton SO1 7LZ
Tel: 023 80 766722 (or Ext. 24624)

Associate Chaplain:
The Revd. Jim Hale
12 Field Close

Southampton SO2 3DY
Tel: 023 80 554538

A termly card giving details of services of worship and events is available from the Chaplaincy.

The University Day Nursery

There are Day Nurseries at both the Highfield and New College campus. They are open to children from four months to five years of age and offer a caring and stimulating atmosphere for the children of staff and students of the University. The qualified staff are experienced in providing a happy learning environment within a multi-cultural setting. Early application is essential as there is a lengthy waiting list and places cannot be guaranteed.

Appointments can be arranged to visit either nursery. For further details please contact the Amanda Saunders, Day Nursery Co-ordinator on 02380 593465.

Campus Health Provision

It is *essential* that all students register, *as soon as possible after their arrival*, with a medical practitioner in Southampton. When registering, students should bring with them their NHS Medical Card, and, if they have not already received vaccination against meningitis, request that they be given this treatment as quickly as possible.

There are two General Practices on the Highfield campus (**University Health Service** and **Highfield Health**), with which the majority of students are registered. There are also twelve other Practices in the locality with which students may choose to register. Details of all fourteen Practices can be found in the Registration Handbook. **The University Health Service** (Building 48) and **Highfield Health** (31 University Road) are separate General Medical practices situated on the Highfield campus. Both practices accept University students, staff and members of their immediate families who live within each practice's respective area. Each practice has specialised knowledge of student health and liaises with tutors and other University staff where appropriate, but only with specific consent from the patient concerned. Strict confidentiality is observed. Each practice has a responsibility to provide emergency cover outside normal surgery hours, although arrangements may differ between practices.

University Health Service

www.unidocs.co.uk

Partners: Drs Sarah Armstrong, Theresa Creagh, Larry Day, Christopher James and Heather Wilson

Assistant GP: Dr Louise Dubras

Nurses: Di McLean, Maggie Williams, Una Winfield

Manager: Wendy Mills

Telephone: External: 023 8055 7531; Internal: Ext. 23539

Email: unidocs@cix.co.uk

Fax: 023 80 593259

Location: Main Highfield Campus, Building 48 (west side), next to the Turner Sims Concert Hall.

The University Health Service is a 5 partner practice and was established 40 years ago to serve the needs of the students, staff and their families. We specialize in providing health care for the University community and we campaign on behalf of students in the commissioning of health care.

We hold surgeries throughout the day between 8.30 and 5 p.m. Urgent cases will always be seen on the same day by the duty nurse or doctor.

The practice provides a wide range of services including travel clinics, well person clinics, contraceptive services, antenatal care, child health services, asthma clinics, acupuncture, diabetic clinics and sports injury clinics. A physiotherapist and a psychotherapist both hold clinics at the practice.

To register with the practice, call in at reception, or register on-line at www.unidocs.co.uk

For full details of the Practice, visit our website at www.unidocs.co.uk

Highfield Health

Doctors: Dr Christine Ursell and Dr Nicholas Lowe

Tel: 023 80 595545 Ext. 25545

Fax: 023 80 595844

e-mail: health@soton.ac.uk

Website: <http://www.soton.ac.uk/~health>

Office hours:

Monday-Friday, 8.30am-5.00pm

Saturday, 8.30am-12.00noon (emergencies only)

Highfield Health, located in the centre of the Highfield Campus, provides a personalised general medical service to the staff/students and families of Southampton University with a patient centred approach. Surgery times are geared to the convenience of patients, which includes lunch time surgeries. For out of hours care telephone the practice on 80595545 for information.

Sources of Financial Assistance for Students

The University Hardship Fund

The University is prepared to consider applications for financial assistance from students in hardship. To be eligible, students should be in hardship as a result of circumstances beyond their control which have arisen since they registered for their present course of study and which cannot be alleviated in any other way. Awards are normally made to privately-funded students only. Enquiries may be made of Student Support Manager, Student Services Department). The University Hardship incorporates the following:

The Sawyer Fund which is used to help mature-age undergraduate students (i.e. persons over 21 years of age on 1 October of the year of entry to the University) who are in financial hardship.

The Hartley and St Cyres Fund available to help students who have completed at least one year in candidature for a research degree.

The Jeeves, Rooper, Yorke and Lankester Foundations which are used to help meritorious undergraduate students in need of financial assistance for maintenance.

The Wildwood Fund and the Cathy Rogers Memorial Fund are available to help international students in financial hardship.

The Loan Fund

The University is prepared to grant a limited number of loans not exceeding £150 each to students in difficult financial circumstances. Information as to the conditions under which these loans are made may be obtained from the Fees Officer.

Student Loans Scheme

The Student Loans Scheme is a government funded loans scheme introduced under the Education Act (1990), providing for loans to be made available to UK students. Students should apply to the Student Funds Officer, Building 35.

Hardship Fund

The Government provides funds to the University for distribution to UK students in financial hardship; or to encourage students to enter Higher Education who would otherwise be unable to do so. Details may be obtained from the Advice & Information Centre in the Students' Union; or from the Student Funds Officer, Building 35.

Students' Union

President:	Ben Hudson
Vice-President Communications:	Imogen Hitchcock
Vice-President Student Activities:	Mike Tinmouth
Vice-President Education and Welfare:	Jonathon Walsh
Vice-President Winchester:	Jenny Welch
Clubs and Societies Officer:	Neil Jones
Athletic Union Officer	Chris Jewell
Equal Opportunities Officer:	Peter Derrick
Postgraduate Officer:	Alex Bazin
Sites Officer:	Louise Crouch
Senior Treasurer:	Peter H May BSc(Econ) MPhil
Permanent Secretary:	George R Clegg
Finance Manager:	Sheelagh M Willson CA BAcc

Membership

The members of the Union shall be the following, *except those who have notified the University that they wish to opt out of membership:*

- a. all registered full-time students of the University;
- b. such registered part-time students of the University as the Union in accordance with its Laws may admit to full membership;

- c. all other registered part-time students of the University wishing to become associate members on payment of the appropriate membership fee;
- d. all members of staff of the University wishing to become associate members on payment of the appropriate membership fee;
- e. such persons as the Union in accordance with its Laws may admit to either life or temporary membership on payment of the appropriate life or temporary membership fee;
- f. such persons as the Union in accordance with its Laws may elect as honorary members;
- g. such persons who already members of Students Unions in other institutions of higher or further education as the Union in accordance with its Laws may elect as external members.

External membership

shall not imply reciprocation, although this may be included by mutual agreement with any of the organisations concerned, as decided by the Union.

Life Member

Any person who has at some time held full membership of the Union, but no longer holds this membership, shall be eligible subject to any provisions of Standing Orders, for Life Membership of the Union on payment of the appropriate fee.

Honorary Life Member

This category of membership may be awarded to such persons as the Union decides.

Honorary Vice-Presidents

This category of membership may be awarded to such persons as the Union decides as a recognition of outstanding service to the Union or its members.

Introduction: The Role of the Personal Tutor Tutoring is an essential part of student support, particularly in the current climate of increased student numbers and student diversity. Although their role may differ slightly from School to School, key aspects of the personal tutor role include:

- fostering effective tutorial relationships to support student learning
- ensuring University rules and regulations are understood by students
- providing appropriate guidance and information where problems arise

Tutors are expected to see their students at the beginning of each semester. School timetables may incorporate additional formal arrangements, but tutors will also meet their students informally on other occasions. Tutors must also provide reports on a student's progress as requested by the Board of the School concerned or by the Director of Student Services who will, where necessary, forward them to the appropriate Local Education authority. **Tutors should not deal directly with LEAs, the Student Loans Company or any other sponsoring bodies (see Section 2.1 below).**

As well as the essential need to develop academic and personal relations with the students, a tutor may be expected to give advice on the selection of programmes and unit options. Tutors also have an important role to play in helping students develop effective study skills/habits.

Students are responsible for reporting absences due to illness to their School Office which will inform the tutor (see also Section 2.2, below) so that the necessary administrative action can be taken. This is most important since *a student's loan can be affected by failure to report such absences.*

An important aspect of the tutorial duties of academic staff is providing details of the specialised advisory services available to students and the appropriate area to contact in each instance. For example, grant or loan problems should be referred to the appropriate person in the Fees Office. Students with problems of a personal nature may be encouraged to consult their Hall Warden (if resident in hall), the Counselling Service, the Advice and Information Centre of the Students' Union, the University Chaplaincy, or their GP, as appropriate. Brief information about these is given in Section 4.2. International students may also consult one of the academic Advisers on the welfare of international students or the Advisers to International Students in the Students' Union Advice and Information Centre. School Offices also have a good deal of experience in handling student enquiries and will often be able to offer valuable advice.

In summary, the University attaches great importance to the tutorial system and asks tutors to do everything possible to make it a success.

The responsibilities of supervisors of postgraduate research students are set out in the University's "Code of Practice on Research Candidature and Supervision" (Section V of the Calendar). Reference should also be made to Section 2.8.

The remainder of this website is organised as follows:

[Section 1](#) outlines a variety of key contacts and procedures with which tutors should be familiar

[Section 2](#) describes some specific responsibilities/obligations of tutors

[Section 3](#) points tutors to guidance on supporting student learning - both for the general student body, and for specific groups (e.g., international students, students with disabilities, mature students)

[Section 4](#) focuses on the range of student support services within the University.

One particularly useful reference tutors may wish to follow up on is:

Jaques, D. *Being a Personal Tutor* Oxford Brookes University 1990.

This is available for loan from the Centre for Learning and Teaching (Building 2, level 2 South), and is also handed out free to staff who attend the Personal Tutoring workshop - for details contact Ann Jeffrey (Ext. 25328).

Section 1: Key contacts and procedures

1.1 School Offices

School Offices undertake most of the academic administrative work relating to students. When trying to discover which administrator is dealing with a particular matter, initial contact should be made with the Manager in charge of the appropriate School Office:

School	Manager	Extension
Art	Chris Collier	26916
Biological Sciences	Maureen Smith	27747
Chemistry	Alistair Douglas (<i>academic</i>)	23318
	Clare Taylor (<i>finance</i>)	24163
	Steve Ogden (<i>resources</i>)	22354
Civil Engineering & Environment	Barbara Hudson	22884
	Pat Meier	22663
Education	Sue Veck	22623
Electronics & Computer Science	Adrian Pickering	22898
	Mary Campbell	23665
	Maralyn Knight	22749
	Simon Farrenden	22980
	Dain Mead	26795
Engineering Sciences	Maureen Sweetman	22835
Geography	Jenny Stubbings	24649
Health Professions & Rehabilitation Sciences	John Kness	25276
Humanities	Paula Coonerty	22213
Institute of Sound & Vibration Research	James Sturgess	22343
	John Taylor (<i>resources</i>)	22336
Law	Dr Christine Roberts	23622
Management	Louise Roberts	25397
Mathematics	Frances Hubbard	23747
Medicine	Janine Morris	71-6583
Nursing & Midwifery	John Layman (<i>business administration</i>)	27927
	Tom Wale (<i>academic administration</i>)	27984
Ocean & Earth Sciences	Claire Atkins	23755
Physics	Mandy Pervin (<i>academic</i>)	27984
	Mary White (<i>finance</i>)	23910
	Colin Miles (<i>resources</i>)	22078
Psychology	Caroline Allee	22585
Social Sciences	Anne Edwards (<i>finance</i>)	22560
	Sam Sharp (<i>student affairs</i>)	22527
	Angela Harrison (<i>human resources & research</i>)	23572

An individual file is kept for each student in the appropriate School Office. The file contains registration particulars, local and permanent addresses, references and reports and other official correspondence. Tutors may consult these files and are asked to keep the files up to date by supplying copies of correspondence about their students. (See also Section 2.1).

1.2 Student Recruitment and Admission to the University

Student recruitment is an increasingly important activity and Ms Katy Prosser (Ext 24392) would be glad to hear from tutors and supervisors willing to undertake visits to schools. The University holds two Preview Days for sixth-formers in June/July and members of staff may be asked to contribute to these or to help with other school visits to the University. It is important that we continue to enjoy the respect and confidence of schools and that each applicant receives careful and courteous treatment.

For all full-time undergraduate courses leading to a first degree admission to the University is through the Universities and Colleges Admissions Service (UCAS). Details of the procedures involved are given in the UCAS annual handbook and 'Notes

for Applicants'; copies of the latter may be consulted in School Offices or the Admissions Office, Administration Building. The UCAS Handbook is available electronically from the UCAS website (www.ucas.ac.uk) Details of internal administration procedures are set out in an annual circular, "Notes for Undergraduate Selectors." In the case of a student seeking to transfer to Southampton from another university, tutors are not authorised to make a firm offer to the candidate without prior reference to their School Admissions staff.

For all postgraduates other than applicants for the PGCE and Social Work courses, admission to the University is by direct individual application, and a formal letter of acceptance or rejection is sent to candidates from the Admissions Office. Supervisors are required to ensure that each prospective postgraduate student has completed an application form for the course and that references are checked, and particulars of the course to be followed are reported to the Deputy Dean (Academic) for transmission to the School Board. Details of the administrative procedures involved are set out in an annual circular, "Notes for Postgraduate Selectors;" additional copies are obtainable on request from the Admissions Office (Ext 22837).

All visiting and exchange students, including ERASMUS/SOCRATES students, should be asked to complete an application form. Alicen Pomroy (Ext 22473) co-ordinates the ERASMUS/SOCRATES programmes. No promises of accommodation should be made to visiting or exchange students.

There are specific procedures for dealing with applications from students who have a disability, information on which is available from Deb Viney (Ext 23959).

Tutors wanting advice/information on different aspects of student registration should contact the following officers:

Undergraduate and Postgraduate Admissions

General/procedural/policy enquiries	Miss Jacqueline Hood	Ext 26819
Engineering & Applied Science:	Ms Lyn Paton	Ext 22869

Specific Enquiries

School Admissions Offices

Student Recruitment:

General	Head of Student Recruitment	Ext 23726
Undergraduate	Ms Katy Prosser	Ext 24392
Postgraduate	Administrator	Ext 22712
International	Ms Jo Doyle	Ext 22760

Enrolment

General procedures	Mrs Stephanie Carey-Kent	Ext 22457
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Examinations

General arrangements	Miss Claire Lloyd	Ext 22383
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Graduation

General arrangements	Mrs Eileen Norman	Ext 23620
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1.3 International Recruitment

The International Office can offer expertise to individuals on opportunities for internationalisation including student recruitment. The office can be consulted on market information, international contacts and the acceptability of international qualifications.

Admissions Tutors may wish to refer to the International Office website www.international.soton.ac.uk which offers useful information on current recruitment activities and advice on international qualifications.

Members of staff given leave of absence for overseas visits (including conferences) are encouraged to promote the University's courses, facilitate links and feedback information on overseas institutions. Literature and advice can be obtained from the International Office for this purpose.

The University holds a list of formal and informal international links which are updated annually and can be found at www.studentservices.soton.ac.uk Advice on academic links, guidelines for agreements and Memoranda of Understanding can also be obtained from the International Office.

The International Office team can be contacted in the first instance via phone: x22772/26808 or via the following emails: cjlg@soton.ac.uk, jco@soton.ac.uk.

1.4 Grants to Students

Undergraduates

Department for Education and Employment (DfES) information and circulars on grants and loans for 2003/4 are available for reference in each School Office.

Postgraduates

Particulars of postgraduate (e.g. EPSRC) awards are available from Heads of School or from Miss Jill Speake, Room 3009 of the Administration Building 37. Information about Arts and Humanities Research Board studentships is available from the School of Humanities. Students on PGCE courses are normally eligible for a mandatory award from their LEA.

1.5 Grants for Additional Study

Grants (including in approved cases travel costs) for study during the vacations may be payable in some Schools.

Application forms for required vacation study are obtainable from School Offices. After completion by the student, the form should be certified by the Head of the School and returned to the School Office (detailed instructions are given on the forms themselves).

The rates of grant for additional study vary according to circumstances and, particularly, location. Details of the current rates are obtainable from Faculty Offices (or Departments in the case of Science). The greater part of any grant for study abroad is paid in advance to the student. Other grants may be paid in advance in cases of hardship.

Postgraduate students not supported by Research Councils may apply for assistance to attend conferences if no other source of financial assistance is open to them. Forms are available from Miss Jill Speake, Room 3009, Administration Building.

1.6 Correspondence with Local Education Authorities and other Sponsoring Bodies

The Director of Student Services is the 'Authorised Officer' of the University for all such correspondence (including certificates of attendance) **which must not be sent direct to an Authority or sponsor by a tutor**. The School Office concerned will, of course, contact a tutor on any enquiry from an LEA about a student if other than routine matters are in question. It should be noted particularly that students' claims for supplementary allowances require signature by the Director of Student Services (or by staff *designated* to sign documents on his behalf, normally the School Manager) before submission to an LEA. **Other members of staff are not authorised to endorse such forms.**

1.7 Accommodation

School or course selectors are issued separately with necessary information on UCAS and internal procedures. However, tutors are often called upon to assist in interviewing candidates, and at this stage misunderstandings have arisen over residential accommodation. The facts are that first-year accommodation in a university residence is guaranteed to the following categories of students only:

- i. UK undergraduate entrants who firmly accept either an unconditional offer or a conditional offer and meet the terms of that offer;
- ii. All international, EU and Channel Islands undergraduate entrants without dependents (regardless of whether Southampton is their first or insurance choice);
- iii. All postgraduate entrants without dependents.

All international-fee paying entrants, except those bringing dependents to Southampton, are guaranteed University

accommodation for the normal duration of their course.

In addition, UK undergraduate entrants who accept Southampton as their insurance choice are guaranteed a first-year place in a university residence within four weeks of the start of session. These guarantees do not cover students who live locally, have dependents or who do not return their accommodation application forms by the stipulated deadlines. The residence application form gives candidates a chance to state their preferences between traditional halls (some meals provided); self-catering halls; or approved lodgings with bed and breakfast provided by a resident landlord/landlady. Although every effort is made to give entrants their first preference, that is not always possible. Fees are reviewed annually. Agreements are for 30 weeks in catered halls and 39 weeks in self-catering halls.

Tutors must be careful not to mislead those who are not entitled to University accommodation, as this can lead to disappointment and resentment. Many of these students will have to live in lodgings, at least for the first few weeks. Far fewer places are available for senior undergraduate students than for first-year students and many students will not be offered a further year in hall during their studies here. They will be expected to find private accommodation, usually in shared rented houses.

Postgraduates are not eligible for catered halls, although at the Glen Eyre and Wessex Lane complexes some meals may be able to be provided in term-time by special arrangement only. Agreements for self-catering halls are on a 39 or 50 week basis. South Hill and Montefiore III have a large number of single rooms with ensuite facilities for postgraduates only. Wolfe House, Highfield Hall, has 18 studio flats for postgraduates. Accommodation is particularly difficult to find for married students with children and students are advised to come alone initially and then to send for their families when accommodation has been secured. Any enquiries regarding accommodation should be made to the Accommodation Officer. The Accommodation Office deals with both University-owned and privately rented accommodation and is located in Building 16. (Ext 23994 (Reception & General Office), 23500, 23548, 23510).

The University has some fully accessible accommodation suitable for students with various disabilities, some of whom require personal or domestic care. Since the closure of Clarkson House, this accommodation is available in a number of different halls of residence. Such students should be referred to the Assistant Accommodation Officer, Mrs Amanda Niblett (Ext 25874) or the Disability Co-ordinator, Debbie Viney (Ext 25644).

1.8 Council Tax

Most student accommodation is exempt but, if students live with others who are not students, the situation is more complex. The Student Advice & Information Centre, in the Students' Union, can provide help where necessary.

1.9 Regulations for Students

The General Regulations for students, listed in the University Calendar (Section IV), include information on procedures for student attendance, opting out of membership of the Students' Union, transfer and withdrawal from courses. Regulations for the conduct of examinations (Section IV) and for higher degrees (Section V) are also shown in the Calendar, which is available on the University's website www.calendar.soton.ac.uk A Student Handbook, which includes summaries of the General Regulations, is issued to new students. If anyone requires a copy of the Regulations (or any other University policy document) in an alternative format (e.g. braille or audiotape), they should contact the Disability Co-ordinator, Debbie Viney, Ext 25644.

1.10 Student Course Representation

The Student Services Department and the Students' Union have been working together to develop the system of course representation at the University. As part of this initiative a resource pack has been produced to support Schools in raising the profile of student representation and working with their student representatives. In addition, the Students' Union has produced Course Representative Handbooks and will be providing training for student representatives.

Staff support, both moral and practical, is of paramount importance to the development and success of Student Course Representatives. This can occur through the sharing of information, or access to their fellow students through occasional announcements at the beginning of lectures. These may sound like small gestures, but they could make all the difference.

Probably the most useful way in which Schools can support Student Course Representatives is to have a named member of staff, such as a member of the Staff/Student Liaison Committee, who acts as a liaison point between the School and students. If your School has such a member of staff, it would be very useful to give their name to your students. If a student is interested in becoming a Student Course Representative, (s)he should be directed to the Membership Services Department in the Students' Union or the School Office, where the resource pack is available.

1.11 Safety and Security

1.11.1 Safety

The University Safety Policy and associated guidance can be accessed from the Safety Office Home Page at www.hr.soton.ac.uk/safety/

SAFETY RELATED RESPONSIBILITIES OF STAFF WITH DELEGATED MANAGEMENT

RESPONSIBILITY (Staff with 'devolved management responsibility' will include Heads of Research Groups, Heads of Teaching Programme and academic supervisors. Further advice on the role of the research supervisor can be found in the Health and Safety Executive publication '*Managing health and safety aspects of research in higher and further education*', available on loan from the Safety Office)

The use of the terms "supervisor" and "supervision" in this document are in relation to safety, and not in relation to academic matters. This needs to be clearly understood as what might be considered an appropriate level of supervision for academic purposes may well not be adequate for safety purposes. The role of supervisory staff is particularly important in achieving day-to-day health and safety. They have a key role in ensuring that staff and students under their control adhere to departmental rules and procedures.

Responsibility **TO ASSESS ALL ACTIVITIES TO IDENTIFY HAZARD AND EVALUATE RISK, AND TO ENSURE ADEQUATE RESOURCES ARE MADE AVAILABLE TO IMPLEMENT THE NECESSARY CONTROL MEASURES**

Guidance Guidance on assessments can be found in the Management of Health and Safety at Work Regulations and associated Approved Code of Practice. Advice is available from ASAs. Generic assessments can be included in departmental safety policies. Specific activities where there is a possibility of significant risk should be assessed in detail, and the results of the assessment recorded in writing. Risk assessments will identify the control measures required to work safely. Where resources are inadequate to supply or implement control measures, the supervisor must ensure that the activity does not proceed. Training needs and the level of supervision should be included as part of an assessment. Assessments should be reviewed whenever there is a change in the nature of the work, or at least annually. Those responsible for carrying out assessments must be trained in appropriate techniques. The quality of risk assessments will be monitored during departmental safety inspections.

Responsibility **TO PROVIDE ADEQUATE JOB TRAINING, INSTRUCTION AND SUPERVISION FOR STAFF AND STUDENTS**

Guidance Training needs should be identified by risk assessment. When considering training needs the past experience and previous training of those expected to perform the task are particularly important. What might be appropriate for one person performing a particular task might not be appropriate for another person carrying out the same task. Nobody should be expected to undertake any work for which they have not been trained. The Training and Development Manager and ASAs can provide assistance in defining training needs and in providing training courses.

Responsibility **TO ATTEND APPROPRIATE INDUCTION AND OTHER TRAINING COURSES**

Guidance All members of staff will be expected to receive training arranged by or on behalf of the Head of Schools. There may need to be special courses for supervisory staff in addition to these, but this can only be determined by analysis of training needs. All those delegated safety related duties should receive training relating to those duties.

Responsibility **TO TAKE ADVICE FROM SPECIALIST ADVISERS WHERE APPROPRIATE**

Guidance Specialist advisers should be consulted whenever the existing knowledge, training and experience is insufficient to adequately assess the hazards or risks associated with an activity or project. The provision of non-routine items of personal protective equipment (PPE) is an area where such advice is likely to be needed.

Responsibility **TO MONITOR THE WORK OF THOSE BEING SUPERVISED**

Guidance Supervisors must monitor that those they supervise are working in accordance with risk assessments and are using necessary control measures. Should an accident or other incident occur to staff or students under their control, supervisors should investigate the causes, take necessary remedial action, and issue appropriate reports to their line manager, School Safety Officer and to the Safety Office.

1.11.2 Security

An information leaflet 'Safe and Sound - a guide to protecting yourself and your possessions' is available from the Student Advice and Information Centre, Students' Union Building. All students are advised to take note of the guidelines contained in this leaflet. Personal alarms may be purchased from the Students' Union Shop or from the Student Advice and Information Centre. Security Staff may be contacted at any time via the Maintenance Control Centre (Ext 22811).

1.12 Equal Opportunities Manager

The University has a designated Equal Opportunities Manager, Zelda Franklin, Ext 22945, who is responsible for promoting the development and implementation of the University's Equal Opportunities Policies, and to act as a focus for external and internal enquiries about equal opportunities in the University. You may also contact the Equal Opportunities assistant, Eleanor Scerri, on Ext 24054 for advice and assistance.

1.13 Harassment Contacts

The University has a Harassment Policy: a copy is available from the Personnel Department or the Student Advice & Information Centre, and is also contained within the "Personnel Policies and Procedures" file. The Policy applies to **all** members of the University community. It is also available on the web site at www.hr.soton.ac.uk/equalops/asp/other/harrasment.asp

The Harassment Contacts are a group of volunteers, to whom a recipient of harassment can go and speak in complete confidence. They are there to listen, to hear and to understand what has happened, and to offer help and support whether or not an individual wishes to make a formal complaint.

If you want further advice on the details of the Harassment Policy, please contact the Equal Opportunities Manager.

A list of Harassment Contacts is provided below. You can choose to go to any one of these contacts - not necessarily the one in your School. They may also choose to speak to their Head of School or Warden/Sub-warden in Halls of Residence or Student Advice and Information Centre.

Jo Doyle	International Office	Ext 22760
Hugh Glaser	Electronics and Computer Science	Ext 23670
Jacque Smith	Social Sciences	Ext 22512
Karen Haynes	Winchester School of Art (Design)	Ext 26960
Maureen Strickland	ISVR	Ext 22294

1.14 Staff Training and Development

45 University Road
Tel. 24053
email: sdu@soton.ac.uk (general enquiries)
www.hr.soton.ac.uk

Staff Development Manager:
Tony Cooper, ext: 23800, email cac

The Staff Development Unit has a responsibility to provide and support training and development opportunities to all groups of staff. The key services provided are:

- Management Development
- Production of a central training opportunities programme
- Support and guidance for Heads of Schools in identifying staff development needs and development planning
- Development of training policy and procedures

- Training to support the implementation and maintenance of appraisal schemes for all staff
- Consultancy and tailored training

To facilitate a close working relationship with Deans and Heads of Schools in their staff development planning, staff have been nominated as key contacts as follows:

- Schools within the Faculty of Medicine, Health and Life Sciences. Academic Services.
Tony Cooper - email: cac, ext: 23800
- Schools within the Faculty of Law, Arts and Social Science. Finance, Human Resources, Student Services, Corporate Services, Research Services.
Kathryn Moir - email: ksm, ext: 24051
- Schools within the Faculty of Engineering, Science and Mathematics. Business Services, Estates Management.
Pam Morgan - email: pdm1, ext: 25087

1.15 Data Protection Act

As a general principle, information collected about students will be stored as a permanent part of the record and used only for the purposes for which it was collected, to enable the University's central and legitimate activities (mainly teaching and research) and the procedures which underpin those activities (e.g. admitting, registering, accommodating and examining students, and compiling records and statistics, and developing a continuing relationship with the University through the University of Southampton Society) to be undertaken efficiently. The information collected will be no more than is necessary for these purposes. For the purposes of the Data Protection Act 1998, the Data Controller is the University of Southampton and the University will attempt to ensure that this information is as accurate as possible; kept up to date; and safeguarded from unauthorised disclosure. It will however be disclosed in certain appropriate circumstances, for example to external agencies in which students undertake supervised placement work, or in references to prospective employers or to another university; or in cases where this is necessary to fulfil the University's statutory obligations to authorised bodies; or to other parties in the pursuit of the University's legitimate interests, for example publishing examination results and providing reports to grant awarding authorities. The University may be called upon to cooperate with the police in crime investigation, and with certain other public authorities and in such circumstances personal data may be released.

Section 2: Responsibilities/Obligations of Tutors

2.1 Reports on Students

- Annual Reports:* Detailed annual reports on undergraduate students are not required unless their progress has been unsatisfactory or unless other unusual circumstances arise (e.g. change of course). A brief formal report is, however, made each year on every undergraduate in receipt of an award from a public authority. In the case of undergraduates receiving support from a Local Education Authority (LEA) or the Student Loans Company (SLC) these brief reports are prepared as a matter of routine in the Schools. Tutors may be consulted if additional details are required in respect of students whose progress has been unsatisfactory or who are not progressing normally. Supervisors are consulted when an awarding body requires an annual report on a research student. It is therefore essential that tutors and supervisors document on students' personal files in the School Office all interviews held with students in difficulty.
- Interim Reports:* The appropriate School Office must be notified immediately of any exceptional circumstances which might affect a student's progress. In particular, a tutor should send an interim report on any student whose progress is not adequate to the appropriate School Office. If making an adverse report, a tutor should at the same time give the student notice in writing that their progress is not satisfactory.
- Final Reports:* These may be *required* by some School from tutors in respect of undergraduate students at the end of their course of study. These reports are retained on the student's file as a basis on which subsequent reports and references may be compiled. They are not sent to LEA's or the SLC. Where the completion of these reports is School policy, the necessary report forms are sent to tutors and supervisors towards the end of the summer term, and tutors *must* give a full report (on personal qualities and academic ability). This document is especially important when references for students are requested after a tutor has left the University.
- Other Reports:* Many external bodies supporting students at the University (e.g. foreign embassies sponsoring international students) frequently ask for reports on a student's progress. These enquiries are dealt with by School Offices (in consultation with the tutor or supervisor as necessary) and any tutor receiving such a request direct is asked to pass it to their School Office for reply.
- Note:* When tutors are away from the University for a period they should always arrange for mail relating to students to be dealt with by another member of the School. This is particularly important when a reference is required by a prospective employer (see further section 2.7 below).

2.2 Medical Registration and Illness

It is important that all students have access to medical advice if they need it. It would be of great assistance if tutors would remind students, especially first year and international students, of the available sources of such advice and that they should register either with Highfield Health or the University Health Service, which will accept registration from all students under the National Health Service provided that they live within reasonable distance of the University; or with a local general practitioner.

Tutors may find it helpful to know the practices with whom their students are registered; this information is normally given at registration and should appear on the University Registration Form, a copy of which may be consulted in the relevant School Office.

A self-catering suite of three rooms is set aside in the Wessex Lane Halls for use by any sick or seriously disturbed student, and their carer. Initial contact should be made through the Warden, Tel 556744.

Students who are absent for more than five days on account of illness must report this absence to their tutor or supervisor who may require a medical certificate. Periods of absence owing to illness for up to five days or short-term illness during an examination should be reported to tutors using forms for self-certification of illness available from School Offices and the University Health Service. Only in cases of serious illness, longer periods of absence, or absence from an examination should a certificate signed by a medical practitioner be requested, and students should inform their School Office as well as their tutor. Where an illness or medical condition persists for some time and affects the student's ability to study, the student may qualify for additional assistance with their academic activities, and should be referred to the Disability co-ordinator, Debbie Viney, Ext 25644.

Students holding awards from public funds who are absent through illness for 28 days or more must arrange for the submission of medical certificate/s to the School Office.

With the student's permission, the doctors in the University Health Service and Highfield Health are always willing to discuss with a tutor the medical problems of a student, especially where ill-health is interfering with study or the stress of academic work may be affecting health. Tutors are asked to inform the Health Service through School Offices of students who propose to withdraw, who request suspension of course because of ill-health, or who are returning after such suspension. It is then possible to arrange help, plan medical care for the period of absence, and offer subsequent supervision in an attempt to prevent problems recurring.

2.3 Guidelines on Consensual Relationships

The University of Southampton regards relationships between staff and students for whom they have some specific academic or other

professional responsibility as an important professional issue. This is particularly so where relationships are romantic or sexual in nature. It is recognised there can be no absolutes in defining whether a relationship is romantic, however it might conjure words such as emotional, close, deep, passionate, tender, affectionate or intimate. An overriding issue in determining if a relationship has crossed the professional boundary is whether the member of staff concerned would like other staff and students to know about the relationship. There are other types of relationships which are covered by these guidelines, including marital or established partnerships, parental or sibling.

For the purposes of these guidelines, the term staff also encompasses postgraduate students who have supervision, teaching, or assessment responsibilities.

All such consensual relationships raise serious questions of conflict of interest and equal treatment in teaching and assessments, selection and research. They can also be damaging to trust, confidence and dependency as well as potentially having a harmful effect on working relationships with other students and colleagues. There can be no objection in principle, or if matters are properly handled, in practice, to personal relationships between staff and students, however paragraph 6 details some services and functions where particular care is required.

For the protection of both staff and students, the boundaries of the professional role of staff must be fully recognised and respected. Staff should recognise their professional and ethical responsibility to protect the interests of students, to respect the trust involved in the staff - student relationship and to accept the constraints and obligations inherent in that responsibility.

Consequently, a personal relationship between a member of staff and a student, particularly where it is a romantic or sexual one, will always involve serious risks rooted in unequal power as well as real problems in maintaining the boundaries of professional and personal life. In such circumstance, staff are strongly advised to terminate any supervisory, assessment or other direct professional responsibility in connection with the student and to make alternative arrangements for the discharge of those responsibilities.

It should be noted that there are some services and functions whose work requires particular care where they are dealing with vulnerable adults as detailed in the Home Office Guidance 'Caring for young people and the vulnerable'. There is no strict definition of a vulnerable adult given in the Guidance. The relationship, however, would normally be based on authority and trust and the potential for exploitation so strong that any romantic or sexual relationship would be unacceptable whilst the member of staff continues in their professional capacity with that vulnerable adult. It can also cover people who go through periods of vulnerability, for example after having a nervous breakdown and subsequently recovering. Such services where particular care is required include, but not exhaustively:

- Accommodation
- Chaplaincy
- Counselling Service
- Disability Services
- Dyslexia Services
- Equal Opportunities Office
- Staff employed within Halls or performing personal care services for students
- Student Advice and Information Centre
- Wardens and Hall staff (All such relationships must be discussed with their line manager)

Some of the services will have their own policies on relationships and these should be adhered to in addition to any guidance given within this guideline.

There are also some functions within School where such care is similarly necessary and this includes personal tutor roles.

2.4 Insurance for Students Abroad

Tutors and supervisors are asked to make clear to students travelling abroad as part of their University course that the University does not arrange insurance cover for them. In the case of medical expenses in particular, such students should be advised to take out personal insurance cover. The University offers a comprehensive insurance package which students can purchase. Further details are available from Ruth McFadyen (hrm@soton.ac.uk). Students may be eligible for free medical services when travelling to a country which has reciprocal Health Service arrangements with the United Kingdom. Please note, however, that membership of the European Union (EU) does not necessarily mean that reciprocal Health Service arrangements exist. To be eligible for free medical services where they are available within the EU, students should be advised to obtain an E128 form from the UK National Insurance

Contributions Office (0191 225 4811) prior to their departure. This would entitle a UK student studying in France, for example, the same medical benefits a French student would receive. Students seeking advice on other insurance matters should be referred to the Advice and Information Centre in the Students' Union.

2.5 Changes in University Enrolment

Students admitted to the University must enrol formally on first arrival and at the start of each session. Arrangements are co-ordinated by their School Office. Enrolment ensures that students receive a student card, which is required when using the Library, Information Systems Services and Students' Union facilities.

Tutors should inform their School Office, by completing a Change of Course form, of all changes in a student's enrolment particulars, some of which may have to be approved by School Boards. It is essential that students complete this form for any change of unit course within the first three weeks of the semester. Where this involves a change of School or degree programme for an undergraduate, a School transfer form, available in all School Offices, must be completed. If the student is supported by a LEA and/or the SLC, and a longer period of study is entailed, this support will normally be extended for the full duration of the new course only if the change is notified to the LEA/SLC (by School staff) before the second year of study begins.

2.6 Withdrawal from Course and Suspension

Attendance

No paid or unpaid work should be undertaken by students during a period of full-time study which would conflict with a student's studies and the obligation to attend all required classes. Persistent absence from required classes may constitute grounds for termination of course. Students must also abide by any condition of their studentships which include a restriction on part-time work as a condition of their award. Furthermore, in the event of poor academic or clinical performance, no student may cite as an extenuating circumstance that their study was adversely affected by any period of paid or unpaid work. The University has the right to terminate at any time the course of a student whose academic work proves unsatisfactory, or whose level of attendance is unacceptable.

Withdrawal

Students who withdraw from the University are required to notify the School Office (see Calendar, Section IV, General Regulations for Students, Regulation 9), but as a safeguard tutors also should notify the School Office at the earliest possible time. Tutors are asked to identify the cause of withdrawal and inform School Offices of the reason which grant-awarding authorities will wish to know. This information is also required for the Higher Education Statistics Agency (HESA): tutors should remind any student (including any postgraduate student) withdrawing from the University to comply with this regulation immediately, and to include a brief statement of the reasons for and the effective date of leaving.

When an undergraduate seeks to transfer to another institution, the School Office should be informed of the position at the time of transfer, since steps have to be taken to ensure the continuation of the student's LEA/SLC support. Students who are withdrawing from a course and are not transferring to another course, should do so within 20 weeks of the date of first attendance (vacations are not counted in the 20 weeks); since otherwise they will not be eligible for LEA/SLC support at any time in the future, unless there are exceptional grounds for withdrawal, such as health problems. Students do not have to repay their grant/loan for any weeks for which they have received instruction, but they do have to repay the grant/loan for any other weeks of term and the Christmas and Easter vacations, where applicable. Students who are transferring to another course can normally continue to receive an award if arrangements are made within 16 months of the start of the course.

Students who are withdrawing from a course can be referred to the Student Advice & Information Centre for further advice on their financial position. Students may also find it helpful to contact the Counselling Service and/or Careers Advisory Service to discuss their decision and future plans.

Suspension

Requests for suspension of registration (as distinct from permanent withdrawal) should similarly be made to the School Office. Where suspension is on grounds of ill-health, the student should be informed that return to the University will be conditional upon the provision of a medical certificate. Degree programmes with professional accreditation may have additional requirements regarding student health, and students registered on such programmes are asked to seek advice from the relevant School Office. Students who suspend their registration will not be eligible to claim benefits and will normally have their award suspended also. Students who are likely to be in financial difficulty should be referred to the Student Advice & Information Centre for further advice. Where an illness or medical condition persists for some time and affects the student's ability to study, the student may qualify for additional assistance

with their academic activities, and should be referred to the Disability Co-ordinator, Debbie Viney, Et 25644.

2.7 Preparing References for Students

Background

Writing references may appear to be a straightforward matter, and indeed many apparent problems can be solved simply by common sense. However, it is important to protect both the reference-writer and the University from legal claims, and the advice in this section is offered for that purpose.

Content of References

1. The guiding principles are that a high degree of care should be taken in providing the reference and that it should be fair, truthful and not malicious. It is important to bear in mind that a duty of care is owed to both the subject of the reference and the recipient.
2. While it is an obvious point that confirmation of facts and expressions of opinion should be distinguished, it is worth emphasizing, and checking to ensure that it will be absolutely clear to the recipient of the reference which is which. The facts contained in references should, so far as possible, be verifiable from documents on the subject's file and opinions given should be consistent with the achievement of the individual. It is also important to check that the facts given are complete. The School office may be the best place to check student records, and the Personnel Department staff records, if information is not available in School files.
3. To avoid mistakes and/or malice creeping into the writing of references, it is good practice to check anything other than a standard good reference with another member of staff who has had dealings with the subject of the reference and record their agreement to it. References should contain language which is neither discriminatory nor capable of being so interpreted; and subjects of references should be dealt with even-handedly in every respect, for example to avoid any comparison between references giving rise to claims of discrimination on grounds of sex or race.
4. Each School should clarify which members of staff may provide references - and for whom - on its behalf. No member of staff should express opinions in a reference if they are not qualified to give such opinions on that particular person. There are also occasions on which you are asked to express an opinion on which you have no knowledge or limited knowledge, e.g., honesty and integrity. Here you may have to say, for example, 'I know of nothing that would lead me to question this student's honesty' or 'there is nothing in our records to suggest...'.

5. It is the normal expectation that references will be provided for both staff and students. As the careers of academic staff are in many instances dependent on external references, refusing to provide a reference may in itself be seen as a detriment and it may be best in cases of difficulty to give a simple factual reference rather than to decline. In preparation for students' references, it is sensible for tutors to collect relevant information to make their subsequent composition a relatively easy task.
6. Avoid using ambiguous or coded language. For example, 'X has studied here for three years during which time he has done his work entirely to his own satisfaction' or 'Z's work was original, but not in a meritorious way' are unhelpful. Ambiguity is only likely in the end to heighten the danger that a case may lead to litigation.
7. In giving a reference you owe some duty of care to the person who has requested it. For this reason it is advisable to include any relevant fact in the reference which the person requesting it should need and would expect you to pass on. Remaining silent or omitting such relevant facts in your knowledge may cause a claim: for example, if a driver is dismissed for being found drunk in charge of a vehicle and you fail to tell the future employer of this driver about the occurrence, this may be found to be negligent.

Unsolicited References

An unsolicited reference, i.e. where the subject of the reference has not, to your knowledge, cited your name as a referee, should not be given. Care should be taken to avoid giving information about a student or colleague in the course of answering any such enquiry. As indicated in the recent circular on confidentiality of information about students, requests for brief references or confirmation of student status will sometimes be received for casual employment, where it is not immediately apparent whether the student has nominated you as a referee. In such cases, if you are in any doubt that the student would wish you to provide the reference, you should consult him or her.

Telephone References

References should not be given over the telephone except in exceptional circumstances (you do not know how the information will be filtered as it passes through the various stages of what the enquirer understood you to say; what s/he jotted down; what s/he reported orally to the panel). If references are given over the telephone, a note should be made of the information given and a follow-up written reference should be sent.

When a written reference is provided and this is followed up by a phone call, the same advice applies.

Access, Confidentiality and Sensitive information

The Data Protection Act 1998 in principle gives subjects the right to see any information kept about them in either computerised or paper form, under certain conditions, and also places conditions on the release of sensitive information. This clearly has implications for references. There has been no case law so far, and so it is not clear how the Act will work in practice, but the following is our best advice at present.

1. Subjects of references provided by the University on their behalf do not have the right to obtain these references from us - this is a specific exclusion in the Act. They may of course ask the recipient - see 5.2 and 5.3 below.
2. Subjects may ask to see references provided to the University which we hold. It is not wholly clear yet in what circumstances we must comply with any such request. We are obliged to consider the position of the provider of the reference, and we should not comply unless that person has consented to it or it is reasonable in all circumstances to do so. We should certainly respect any refusal of consent by the provider.
3. If you provide a reference about a colleague or student, and do not want them to be given access to it by the recipient, you would be advised to write on the reference 'I expressly refuse to give my consent to this reference being shown to the person it concerns'.
4. In providing a reference to a prospective employer for a candidate who suffers from a disability, the referee's duty of care to provide a report which is fair, truthful and not malicious should be borne in mind. Exactly what is written in any particular case will be a matter for personal judgment only, but a useful guiding principle might be that a disability should be mentioned when it seems likely that it will have a material effect on the individual's capacity to undertake the employed work in question; if not, not. However, the additional implication of the Data Protection Act, which requires subjects' agreement to the release of sensitive information, is that specific consent should be obtained from the person who is the subject of the reference before any such information is included in it.

Liability

1. It is advisable to make a disclaimer when writing a reference, which may give some protection from legal action by the recipient of the reference. The phrase

'This reference is provided in good faith but is given on the understanding that the University does not accept any liability in respect of the accuracy or completeness of the statements which it contains' may be used. Reference writers should be aware, however, that the use of this disclaimer does not provide absolute protection from legal liability.

2. A copy of the reference should be placed on the relevant departmental staff or student file.

Rehabilitation of Offenders Act

Under the Rehabilitation of Offenders Act 1974, it is unlawful for employers, or prospective employers, to take into account offences in relation to which the person is deemed to be rehabilitated, unless for example they are involved in the care or supervision of children as part of their duties. This means that after a certain period of time, which will depend on the seriousness of the offences and the length and severity of the punishment, the person concerned should be assessed as if the conviction had never occurred: the conviction is considered to be 'spent'. The individual may omit to give details of a 'spent' conviction to a prospective employer and this must not be counted against him/her in selection. Where a request for a reference seeks information regarding previous convictions, offences or conduct, the question should be treated as not relating to 'spent' convictions, and the answer framed accordingly. There are, however, certain professions, offices and employment where individuals must disclose all previous offences. The Personnel Department can provide more information on these exemptions and when a conviction is considered to be 'spent'.

Insurance

The University has insurance which covers both itself and individual members of staff (as employees) against claims arising from a reference. This includes references written by a member of staff while employed by the University, and as an employee on University business - so including references on behalf of current and former students or employees - but excluding references written in a private capacity, for example on behalf of a friend or neighbour. The cover extends beyond the period of the referee's employment by the University, but only for references written while in employment here. If you are challenged over a reference, you should immediately refer the matter to the Director of Student Services (for references on students) or on the Director of Human Resources (for references on staff).

2.8 Research Students

The University places great emphasis on the importance of good supervision. The responsibilities of supervisors and students are set out in the University's "Code of Practice on Research Candidature and Supervision" (in the Calendar, Section V). Individual Schools require supervisors to monitor closely the progress of research students with a view to ensuring submission of a thesis within the prescribed time limit. This will involve both supervisor and student in producing progress reports at least annually.

The maximum and minimum periods of candidature for research degrees are also set out in the Regulations for Higher Degrees. Students who have completed the minimum period of candidature must continue in registration, and pay the appropriate fee, until they submit their thesis or withdraw, otherwise their candidature lapses.

School Boards may allow students to transfer to nominal registration when they have completed the minimum period of candidature, ceased to require supervision, and planned their thesis in detail after discussing it in draft with their supervisor. Nominal registration lasts one year initially, and candidates must apply in writing to their School Office for any extension. A nominal registration fee will be charged at the time of transfer. **Before contemplating transfer to nominal registration, students holding studentships should carefully check upon the effect of any change of status on their studentships.**

It is helpful if any changes to candidature are recommended to the School Board during the summer vacation, or at least that the position of every research candidate is reviewed, so that the students' status is clear at the start of the next session when they come to enrol and to be charged fees.

Supervisors should be aware that additional support may be available for research students who have a specific learning difficulty (e.g. dyslexia), or disability. Please contact Debbie Viney, the Disability Co-ordinator, Ext 25644. 2.9 Academic Appeals Copies of the full Regulations governing Appeals by Undergraduate or Postgraduate Instructional Students, or by Postgraduate Research Students, are available from School Offices or from the Student Support Manager, Student Services Department (Ext 23062). Students requiring assistance in requesting a review or making an appeal may wish to contact the Student Advice & Information Centre for advice and representation as appropriate. The Regulations are published in full in the Calendar at www.calendar.soton.ac.uk/sectionIV

2.10 Student Complaint Procedures Copies of the full Regulations Governing Student Complaints, as approved by Senate in March 2001, are available from School Offices or from the Student Support Manager, Student Services Department (Ext 23062). Students requiring assistance in making a complaint may wish to contact the Student Advice and Information Centre for advice and representation as appropriate. . The Regulations are published in full in the Calendar at www.calendar.soton.ac.uk/sectionIV

Section 3: Supporting Student Learning

3.1 Study Skills

Increased student numbers and the resultant decline in student contact hours highlight the need to enable students to become independent learners. For this to succeed, it is essential that there is support available for students to develop their academic skills. Some students will need this support to help them pass their degree, but other students will want support to enable them to fulfil their potential and raise their degree results from a IIIi to a IIIi, or from IIIi to a I.

It is also essential that students know where to turn for this support. Some departments/facilities provide specific support for academic skills but students should also discuss their academic skills with their personal tutor. Tutors and supervisors are asked to make students aware of:

- the University's Academic Skills website: www.academic-skills.soton.ac.uk
- the University's Learning Differences Centre (see section 3.7 below)
- the University's Services for Students with Disabilities (see section 3.6 below)

Students should contact their personal tutor, or the Advice and Information Centre in the Students Union, for guidance. Students with specific learning difficulties (e.g. dyslexia) or disabilities may be entitled to some additional study skills support and should be referred to Janet Skinner, Co-ordinator of Dyslexia Services, Ext 22759.

Students within the University can use the University Study Skills website: www.academic-skills.soton.ac.uk

3.2 University Library

Our Library web-site is at www.library.soton.ac.uk where you will find detailed information about all our services.

Please note: Major building work is in progress to extend and refurbish the Hartley Library which is scheduled for completion in December 2003. Work is also scheduled at the Biomedical Sciences Library in summer 2003 and summer 2004 and at Health Services library during summer 2003 and the academic session 2003-04. Details are available on the Library web-site.

The University Library System has seven libraries:

- *The Hartley Library* at the main campus. This is the largest of the libraries and supports staff and students at the Highfield Campus.

- *The Avenue Library*. This is a small collection of reserve material for students in the Faculty of Law, Arts & Social Sciences at the Avenue Campus. The main collections for Arts are at the Hartley.
- *The Biomedical Sciences Library* at the Boldrewood Campus contains material relating to biomedical sciences and pre-clinical medicine.
- *The Health Services Library* in the South Academic Block at Southampton General Hospital. This holds material relating to clinical medicine, post-registration nursing and related topics.
- *The Winchester School of Art Library* serving students of art and design studying at Winchester.
- *The National Oceanographic Library* at the Southampton Oceanography Centre. This provides services for staff and students in the school of Ocean and Earth Sciences working at the Centre.
- *New College Library* serving students on full and part-time courses at New College.

Helping our users to locate the information they need and to make the most effective use of both print and electronic resources is at the heart of our services.

Our subject liaison librarians work in partnership with academic staff to deliver and promote the resources needed to support the delivery of teaching, and to build the skills which students need to become effective independent learners. Subject staff can help to identify appropriate print and electronic resources in support of new and developing programmes, to advise on electronic resource strategy and to discuss flexible programmes for developing information skills.

Each site Library has an induction programme which is revised each year and may include tours of the libraries for new students arranged as part of School induction. School liaison staff offer initial and advanced sessions in information skills tailored to programmes and units, an increasing number of which are embedded in programme design, and which may be assessed.

Enquiry services are offered in all the libraries, and school liaison librarians work with staff and students in small groups, or as appropriate on a one-to-one basis, to provide in-depth information support. They also act as your link with other library services. New tutors and supervisors are particularly encouraged to email or phone their appropriate contact for a personal introductory session to the Library and its services.

A list of school liaison librarians by subject is available on www.library.soton.ac.uk/subjects/librarians.shtml.

Over the past few years Library staff have looked in detail at the needs of part-time students, those working off-campus, and those with disabilities. As well as providing general information on services, the Library web-site contains information about specific services for users with disabilities on www.library.soton.ac.uk/users/disabled/index.shtml and for part-time and distance learning students on www.library.soton.ac.uk/users/parttime/index.shtml.

The Assistive Technology Service provides workstations with specialist software and individual training for all students who are experiencing health problems, or have a disability or dyslexia, (this includes temporary situations). These workstations are available in the Assistive Technology Centre, Hartley Library and at other sites. More information can be found on www.soton.ac.uk/~atc

The Library always welcomes feedback on its services, and subject liaison libraries value the opportunity to discuss any issues relating to library services with academic staff and students.

3.3 Supporting International Students

Two members of academic staff are appointed as Advisers on the welfare of international students, Mr Eric Cooke, School of Electronics and Computer Science (Ext 23271, email ecc@ecs.soton.ac.uk) and Dr Terry Martin, School of Education (Ext 23481, email tpm@soton.ac.uk). International students who have a disability or specific learning difficulty may be referred to Debbie Viney, the Disability Co-ordinator (Ext 25644, email dsv@soton.ac.uk).

Tutors and supervisors are reminded that application forms from international students should be closely examined to ensure that the student's proficiency in English is sufficient for the course. All students registering for undergraduate and postgraduate programmes require a score of 6.5 on the IELTS (International English Language Testing System), 600 on the TOEFL, or the equivalent in an approved test. However, students applying for **Research Degree** programmes in the Faculty of Engineering, Science and Mathematics and in the School of Biological Sciences may be admitted subject to having achieved scores of, respectively, 6.0 or 560. A list of countries whose citizens are exempted from these language requirements is available from the Admissions Office. The specific requirements of Senate are set out in the annual circular to undergraduate selectors and in the corresponding leaflet "Notes for Postgraduate Selectors" (see Section 2.8).

Where an applicant does not meet the English language entry requirement, they will normally be required to attend an appropriate qualifying course. In the event of an applicant arriving in Southampton without an approved test result, they will be required to take the IELTS Test in the Language Centre on the next convenient occasion, at a cost of £72 (2001 rate). It is of course preferable if students can arrange to take this test before arriving in Southampton, as

their enrolment will otherwise be delayed until the test results are available.

Queries about specific students and their English language requirements should be discussed in the first instance with the Admissions Office, but further information can also be obtained from the Centre for Language Study. Once students are admitted to the University, all the Centre's facilities for English language support are available to them, although a fee is charged for courses which are required for enrolment purposes (see Section 3.4). The staff of the Centre for Language Study (see Section 3.4) are available to assist international students who want to improve their English further.

The Student Advice and Information Centre (SAIC) (Students' Union) organises an introduction and welcome to the University for international students at the beginning of each session, and produces information packs for international students. If a new student is arriving in your School after that time, please suggest that they contact Margaret Buchan, who has special responsibility for international students, in the Student Advice and Information Centre (Ext 25212). The International Officers together with SAIC organise a "Meet and Greet" coach pick-up service for new international students arriving at Heathrow Airport over the two days immediately preceding the Introductory Welcome Day. If students coming to your department enquire about transportation from Heathrow to Southampton, please inform them of the service and ask them to contact Miss Carlene Geddes (Ext 26808 email cjlg@soton.ac.uk) for further information. SAIC also co-ordinates an English conversation scheme for international students who want to improve their spoken English and classes for partners of students who want to learn, or improve, their English.

Supervisors must ensure that research students are provided with detailed and accurate information on access to laboratories, equipment and library facilities prior to the start of the course. Failure to do this can lead to false expectations and affect future recruitment. Word of mouth recommendation is extremely important. You are also encouraged to give more detailed guidance to international students on study methods, particularly in research methodology.

Postgraduate students can find themselves in difficulty if the time required to complete their research or writing up exceeds the period for which they are funded. Supervisors should aim to ensure that students do complete on time, and must also ensure that theses are read and vivas arranged as quickly as possible, normally within two months of submission. Sponsors and students should be given realistic advice on the time likely to be required for the completion of the degree. The International Women's Club offers a meeting place and social contact for women of all nationalities and welcomes international women students and the wives of international students.

3.4 Centre for Language Study

The Centre for Language Study (CLS) provides a wide range of opportunities for language learning. It is located within the School of Modern Languages and can be found on the upper second level of the Avenue Campus building. It is open to all students and staff who want to begin a new language or to refresh one they have already studied.

CLS runs a wide range of credit-bearing courses. Languages taught include Chinese, English, French, German, Italian, Portuguese, Spanish and Latin. Many units are designed to complement different types of degrees, so that you can take for example, French for Engineers, German for Scientists or Intermediate Business Language in English, French or German. Those who are unable to take a language as a degree option or who wish to study a language for business or pleasure may prefer to attend one of the many lunch-time part-time 'voluntary' courses which are available to all staff and students for a small fee. New College also offers evening classes in many languages. CLS also runs year-round **English Language courses** for international students.

The main Language Resources Centre at the Avenue Campus offers learning resources for both students taking formal language courses and for the independent learner. Many of the materials are self-contained - complete with exercises, guidance notes, answer keys and transcripts. The Centre also offers satellite TV in a number of European languages, a self-access language laboratory and a range of computers with specialised language learning software.

There are also small language learning resources rooms at Southampton Oceanography Centre, Winchester School of Art and the Hartley Library.

To help learners maximise their use of the language learning facilities and to help them plan their study more effectively, CLS also offers a language advisory service for all who are learning or thinking of learning a language. This is available at the Avenue Campus, Monday to Thursday evenings during term-time and users are encouraged to book an appointment in advance. A similar service is available for International students in the afternoons during term-time at the Hartley library.

English Language Teaching Programme

The **Centre for Language Study** runs qualifying courses in English for Academic Purposes during the Summer Vacation and throughout the year. These courses are designed primarily for students who have not yet met the University's English language entry requirements. However, they are recommended for all international students, since, in addition to English, they offer a broad induction to the university and an opportunity to settle in Southampton.

A one-year Foundation Programme for students intending to move on to undergraduate degrees in Humanities, Law, Management and Social Sciences is available for students who come from countries where the final secondary school certificate is not accepted for direct entry into programmes at Southampton.

For students intending to start their main course of study in October

Students with an IELTS score of 5.0 or 500 in TOEFL (173 CBT) are required to attend a 6-week full-time Summer Preparatory Course at a tuition cost of £1,100 (2003 rates) before attending the eight-week pre-session course (Course A). Students with an IELTS score of 5.5

or TOEFL 530 (197 CBT) are required to attend an eight-week full-time pre-session course (Course A) at a cost of £1,650 (2003 rates). Those with 6.0 IELTS or 560 TOEFL (220 CBT) are required to attend a one-month course (Course B) at a cost of £925 (2003 rates). For those requiring a slightly longer course, full-time and part-time courses run throughout the year. Enquiries for Pre-Sessional Courses are dealt with by Rebekah Musuku (Ext. 27715, e-mail: EAPcourses@soton.ac.uk).

For students intending to start their course of study at other times, or needing longer-term language study

A full-time 10 week EAP Intensive course is offered each term. In order to satisfy the University's English language entry requirements, students with an IELTS score of 4.0 or 4.5 in TOEFL would normally require at least three terms of tuition at a cost of £2,000 (2003-04 rates) each term. Students with an IELTS score of 4.5-5.0 or TOEFL 480-500 must start in the Spring Term and will require at least two terms of EAP Intensive courses and those with an entry level of IELTS 5.5-6.0 or TOEFL 530 or higher must start in the Summer Term of EAP Intensive courses. Enquiries for Intensive courses are dealt with by Rebekah Musuku (Ext. 27715, e-mail: EAPcourses@soton.ac.uk).

In all cases accommodation costs are in addition to the tuition fees quoted. Where a student arrives in the University too late for a pre-session course or fails to reach a satisfactory standard on the course, he or she may be required to attend a part-time in-session Qualifying course at a cost of £975 (2002-03 rates). These courses are normally only suitable for research students since they involve quite a heavy workload (about 15 hours per week). Enquiries for the part-time Qualifying course are dealt with by Rebekah Musuku (Ext. 27715, e-mail: EAPcourses@soton.ac.uk).

Outside these mandatory programmes, the Centre for Language Study provides a range of English language degree and support courses, individual tutorials and self-access learning resources for all international students.

Enrolment for Centre for Language Study English language support courses for registered students takes place at the Hartley Library during the first two weeks of the first semester. Students should either go to the English Language Advisory Service in the Hartley Library, situated near the Enquiries Desk on Level 2, or to the Centre for Language Study office (at the Avenue Campus) where they can pick up an information leaflet, and follow the instructions for enrolment. They will normally be given advice about an individual scheme of study, chosen from the following facilities offered by the Centre:

- A programme of part-time classes on topics such as Academic Writing, English Grammar or Oral Communication Skills. Students can attend these for up to four hours

a week, but will of course only benefit by attending regularly.

- An advisory system, when staff are available on a regular basis to work with individual students who want to work on a specific area of their English. Students sign up for these tutorials either at the English Language Advisory Service in the Hartley Library or at the Language Resources Centre, Room 2155, Avenue Campus.
- A wide range of self-access resources both for general English and for the English specific to a subject area such as geology, law, biochemistry, economics, etc. There are print, audio, video and computer resources, so that it is easy for a student coming to the Language Resources Centre with a specific need to find appropriate material.

The Language Resources Centre is situated at the Avenue Campus and is open from 9.00 am - 6.30 pm Monday - Thursday and 9.00 am - 4.00 pm Friday. There is also a language resources room in the Hartley Library. Enquiries for the English Language Support programme are dealt with by Marion Price in the Centre for Language Study office (Ext. 22224, e-mail: clsmail@soton.ac.uk). Office hours are from 10.00 - 12.00 and 14.00 - 16.00 Monday - Friday.

Contact the CLS office for further details of courses or learning opportunities, or, visit the School of Modern Languages website: www.lang.soton.ac.uk

Tel: CLS Administrator 023 8059 3977; Email: clsmail@soton.ac.uk

3.5 Supporting Mature Students

Each School has a nominated staff contact for mature students whose role is:

- to be the initial staff contact for mature students in the School
- to convene an early meeting of all mature undergraduate entrants to the School
- to liaise with nominated faculty contacts in other faculties and serve as a conduit for information in the School with respect to issues of particular relevance to mature students e.g. timetabling, childcare, special library services for mature students, finance, the services of the Students' Union Student Advice and Information Centre
- to help organise the School's contribution to the annual University Induction Day for mature entrants.

Mr M Newark	Law	Ext 23495
Ms C Winter	Students' Union	Ext 25241
Ms T McGoldrick	Student Support Manager	Ext 23062
Mr B J Bailey	Mathematical Studies	Ext 25147
Dr S J Newman	Engineering and Applied Science	Ext 22303
Dr L Day	Humanities	Ext 23975

Dr A Evans	Social Sciences	Ext 22524
Ms D Stratford	Hartley Library	Ext 28428

3.6 Services for Students with Disabilities

The University's Equal Opportunities policy indicates that no person will be discriminated against because they have a disability, and indeed we have a number of services available to support those with disabilities in their studies.

The term "Disability" has a broad definition and includes:

- visual impairment;
- hearing impairment;
- mobility impairment;
- dexterity impairment;
- autism spectrum disorders, including Asperger's Syndrome;
- personal care support;
- "multiple disability";
- diabetes, asthma, epilepsy and other chronic medical conditions;
- mental health difficulties;
- chronic pain;
- specific learning difficulty (e.g., dyslexia, dysgraphia) - please see the separate information on Dyslexia Services and the Learning Differences Centre;
- and "other" disabilities and medical conditions.

We can also help with "temporary" conditions such as after-effects of surgery, injuries etc..

New Legislation

From September 2002 the University has been subject to the requirements of the Disability Discrimination Act (Part IV) which means that:

- We must anticipate and plan for the needs of disabled people in general, including in curriculum planning etc.
- We must not treat any disabled person less favourably than another person, unless there is a justification as defined in the Act.
- We must make "reasonable adjustments" to accommodate the needs of an individual disabled person.
- If a student discloses a disability or medical condition to any member of staff, the Institution will be "deemed to know" of their condition and will be obliged to offer the appropriate support. Therefore if a student gives you such information, PLEASE ensure that you inform the Disability Service. NB: students can request confidentiality, contact

the Disability Service for more information.

- The University (and individuals in some cases) can be taken to Court by the student if we fail to meet these requirements.

Staff training can be provided and we would encourage colleagues to take it up! Please contact the Staff Development Unit for information about the next course dates. Or contact the Disability Co-ordinator to arrange training in your own School at your convenience.

If you are in any doubt about whether an action is discriminatory, please ask for advice. We are always happy to discuss a case in an anonymous form if you are more comfortable in doing so.

Services available to students include:

- the Mentor Service (see below)
- specialist software and hardware (braille embosser, CCTV, etc.)
- radio microphones, induction loops, etc.
- specialist support such as notetakers, BSL interpreters, etc.
- accessible IT facilities
- Specialist accommodation
- Physically-accessible study-bedrooms
- additional space for better accessibility
- wheelchair accessible kitchen, bathroom, laundry facilities etc.
- domestic assistance
- personal care support

The above is not a complete list: if you are not sure what would be useful to a student, please ask for advice. There is extensive funding available to support UK students' needs and we are usually able to help part time and international students too. We appreciate brief details of any student who has a disability or medical condition, even if they choose not to make use of any of the facilities and services, because some HEFCE funding depends on the number of students who have disclosed a disability to us.

For students who are having significant difficulties with managing stress, coping with their academic workload alongside a mental health difficulty or other medical condition, or are otherwise vulnerable in some way, we offer a Mentor Service. The Mentor offers academically-focussed support which is complementary to services offered by other agencies, e.g. General Practitioners, University Counselling Service.

Further written information on support for students with disabilities is available in various alternative formats, including braille, from the contacts below or from the University website.

Contacts

Your first point of contact for general disability issues should be

Deb Viney, the Disability Co-ordinator,
Building 16, Highfield Campus, c/o Accommodation Office
Tel. 023-8059-5644; Ext 25644;
E-mail: enable@soton.ac.uk .

For the Mentor Service:

Sue Meads,
Building 16, Highfield Campus, c/o Accommodation Office
Tel. 023-8059-2441; Ext 22441;
Email: S.Meads@soton.ac.uk

A more detailed summary of the University's Services for disabled students may be found in the "Information for Students with disabilities" at www.studentservices.soton.ac.uk/dis/dsintro.html

3.7 Supporting Student Learning

The Learning Differences Clinic (LDC) provides support for all dyslexic students. All students with dyslexia should register with LDC in order for appropriate examination arrangements to be made, and to make sure that appropriate support for individual students is provided. Dyslexic students are often eligible to apply to their LEA or NHS Student Grant Unit for the Disabled Students' Allowance (DSA). This provides technological equipment (such as computer, dictaphone, etc.) and pays for specialised dyslexia tuition.

LDC offers screening tests for dyslexia and arranges individual academic study skills tutorials with specialised dyslexia tutors.

The Learning Difference Centre (LDC) is at 9 University Crescent on the Highfield campus. Co-ordinator of Dyslexia Services: Janet Skinner. Dyslexia tutors: Gail Alexander; Jane Lapraik; Fanny Surtees and Allene Tuck. An appointment system operates. Contact: Telephone 023 8059 2759; email: dyslexia@soton.ac.uk

Appointments are also available at New College and Winchester School of Art. To book an appointment at New College, please contact Student Information Office, telephone 023-8059-7476; or email Fanny Surtees on fs3@soton.ac.uk. To book an appointment at Winchester School of Art, please contact Registry Office, Room 2073; telephone 023-8059-6918; or email Allene Tuck on A.Tuck@soton.ac.uk

Tutors handbooks are published to offer guidelines for academic tutors as well as information booklets for students.

Further information about services for dyslexic students can be found on the website at www.dyslexia.soton.ac.uk

3.8 Information Systems Services

The University is committed to providing high quality information systems to support the *learning and teaching* needs of students. All registered students are entitled to use computing and networking facilities (including electronic mail and access to Internet) provided and supported by Computing Services. Full details on all available services can be found on the web at www.iss.soton.ac.uk/

Computing facilities used primarily for learning and teaching are based on:

- clusters of public workstations (over 1000 publicly available) on each academic campus and most residential campuses
- self service access points, where students may connect personally owned workstations (e.g. lap tops) to the University Data Network, in student halls' study bedrooms and academic campuses
- 'internet cafés', located on academic campuses, where students login quickly to a workstation to retrieve mail, browse the web and add finishing touches to their work

To use these facilities, students must first sign-up ('subscribe') through an on-line system, available through www.iss.soton.ac.uk/ and described in Information Systems Services publications mentioned below.

Each campus has one or more clusters of personal computers and the larger academic campuses also provide clusters of Unix systems. Through these workstations students can make use of a very wide range of applications software and a variety of specialist devices. They may also connect to the centrally managed information services.

Some specialist systems are available if, say, intensive compute power is required. Students must apply to use these systems on an individual basis and will need the support of their course tutor. On several campuses, workstations are available which feature software and other equipment which may be useful to those with a disability or specific learning difficulty, e.g. dyslexia.

Each cluster of workstations is provided with its own high quality printing facilities. A charge is made for each page printed, to cover the costs of consumables, using a pre-payment card. Data storage media (diskettes) can be purchased on most major campuses through vending machines using the same pre-payment card.

Public workstations can be booked in advance for supervised taught courses. At other times workstations are available on an open access basis. Some workstations areas open late into the evenings and at weekends. Details of workstation cluster locations, opening hours, and the facilities and software provided are given in the printed documentation and are provided at www.sucs.soton.ac.uk.

Information Systems Services publishes material to help new staff and students learn about services:

- the *essentials* pocket guide to Information Systems Services which complements the Induction Zone and the reference information on our Web site (distributed to new staff and students or obtainable through the ServiceLine - see below).
- the *Induction Zone* - a Web 'virtual tour' of our facilities, which includes video presentations of many features and services (www.iss.soton.ac.uk/i-zone/)

In addition, during Freshers' Week, Information Systems Services offers talks for new students and provides staffed HelpPoints.

A telephone and e-mail based ServiceLine for general and technical queries is available throughout each working day during term and vacation (internal telephone 25656, email serviceline@soton.ac.uk). Help is also provided through information HelpPoints located at Avenue, Boldrewood, General Hospital, Highfield (east), Highfield (west), New College, Oceanography Centre (Waterfront Campus) and Winchester campuses.

The use of Information Systems Services by all members of the University is subject to the University's General Regulations on the use of computers as well as regulations which apply specifically to Information Systems Services. Information Systems Services has a Charter which sets out their expectations of their users and what their users can expect from Information Systems Services in return.

Section 4: Supporting Students' Welfare

4.1 Hardship and Special Financial Assistance

- i. **Hardship Funds (formerly Access Funds)** The Department for Education has established Hardship Funds to enable universities to provide financial help to students in financial difficulties. Part - and full-time UK undergraduates and postgraduate students are eligible to apply, as are refugees and "asylees". EU and international students are not eligible. Contact the Student Funds Office, Building 35, for an application form. New College students should contact the Student Information Office.
- ii. **Student Loans** Full-time UK students, refugees and "asylees" are also eligible to apply for a repayable loan to the Student Loan Company. Student loans are part of the Government's financial support package for students in taught Higher Education, and are available to help students meet their living costs. It is the student's decision whether to take out a loan and how much to borrow. They can borrow up to a maximum amount set each year. A booklet "Student Grants and Loans", published by the DfEE, is available from the Student Advice and Information Centre or the Student Loans Office, Building 35. New College students should contact the Student Information Office.
- iii. Students in financial difficulties as a result of late arrival of SLC Loans may apply direct to the Student Funds Office for a bridging loan not exceeding £500. These interest-free loans must be repaid upon receipt of the Student Loan Company cheque.
- iv. Students in general hardship or longer-term financial difficulties may seek help in one or both of the following ways:
 - **Remission of tuition fees** The student concerned, or the tutor, may apply to the Head of School for remission of fees, wholly or in part. If the application is supported, the Head of School will write to the Fees Officer who will then inform the Student Services's Department, interview the student and report back to the Head of School. It will then be the Head of School's decision whether or not to submit the recommendation for remission of fees to the Dean of the Faculty. Consultation with the Dean of the Faculty at an early stage is advised since the cost of any remission is borne by the Faculty.
 - **University Loan Fund** A limited number of loans not exceeding £150 each may be made to students in difficult financial circumstances. Information and the conditions under which these loans are made may be obtained from the Fees Office (Mrs S Moisey, Ext 22990).
- v. **University Hardship Funds** The University is prepared to consider applications for financial assistance from students in hardship resulting from circumstances beyond their control which have arisen since they first registered for their present course of study. Such help is normally available only to international and EU students and the funds available are extremely limited. Enquiries may be made to Ms Theresa McGoldrick (Ext

23062).

- vi. **Faculty Hardship Funds** Some Faculties also operate hardship funds for their own students. Enquiries should be directed to the appropriate School Office.
- vii. **Benefits** Full-time students are not eligible to claim Jobseekers' Allowance or Housing Benefit unless they are a lone parent, a pensioner, disabled or a student couple with children. Contact the Student Advice and Information Centre for details about students and benefits.
- viii. **Trusts and Charities** Students in need may be able to get help from charitable sources but the criteria for such funds tend to be very strict and it may take months to produce results. Details of such organisations are kept by the Student Advice and Information Centre.
- ix. **Students with Disabilities** Students who have a specific learning difficulty or other disability may be eligible for the Disabled Students' Allowance, or other funding for their specialist support, and should be referred to Debbie Viney, the Disability Coordinator (Ext 25644, email dsv@soton.ac.uk).

4.2 Welfare Services: An Introduction: "The Worrying Student"

Dr Christine Ursell of Highfield Health offers the following advice:

Tutors have an important role in supporting students and may be the first to recognise that a problem exists. 1% of students suffer from severe psychiatric disturbance. 10% of students suffer from significant psychological disturbance and as many as 30-40% need some form of support from friends, family, tutor, GP or counsellors. The difficulty that faces a tutor, is being able to recognise that a problem exists and knowing the appropriate path of referral. A good relationship between student and tutor is the first important step. The following are pointers to possible problems:

- Story of illness, over-anxiety or insomnia at 'A' levels or other examinations.
- Unexpected failure in examinations or courses.
- Falling performance in academic work.
- Over-meticulous work or inability to present work on time because of attempts to make it "perfect".
- No longer able to concentrate on work.
- No interest in or energy for social or leisure activities.
- Getting very little sleep.
- Avoiding other people, either at work or socially.
- Moody, short tempered or touchy.
- Unable to "get on with" people.
- Self-deprecation and self-blame.
- Over-activity and elation, which may alternate with lassitude or unhappiness.
- Heavy drinking.

- Rapid increase or decrease in weight.
- Unhygienic or unkempt.

The problems may well be related to alcohol or drug abuse. They may well be related to financial problems or problems within the family e.g. a history of sexual or physical abuse. Precipitating factors include past bereavement, bullying at school.

The worried tutor needs to consider whether the situation can be effectively managed within the School or whether referral to one of the agencies within the University is indicated. The Counsellors, Chaplains, Advice & Information Centre, Disability Coordinator, Adviser to Dyslexic Students, Highfield Health and the University Health Service are all available sources of help. Where worrying students are also having difficulties with their academic work (e.g. time management, motivation, assignment planning. etc.) additional practical support *may* be available from a specialist study skills tutor: contact Dyslexia Services (Section 3.7 above) or the Disability Co-ordinator (Section 3.6 above) for further details.

With the support of the University, the University Health Service has developed a Student Mental Health Service in conjunction with the Brookvale Adolescent Service. Psychiatric, Psychological and Psychotherapeutic services are available. All the caring services are more than happy to help tutors in managing the problems they encounter, but tutors must be aware that patient confidentiality is absolute. On occasion, this means that the doctors, counsellor or chaplains are ethically prevented from discussing a student's illness with a tutor, although they are aware that it would be in the student's best interests to do so. It must not be forgotten that beyond the University are the parents, friends and families of students who, for the most part, are very ready to help in many ways, once they know of a problem and if the student will let them know.

4.3 Welfare Services: Key Contacts and Service Details

4.3.1. Student Support Manager

Ms Theresa McGoldrick, the Student Support Manager (Ext 23062) should be approached for general advice or on topics not covered by the work of the agencies listed below. Mrs Janet Skinner (Ext 22759; email dyslexia@soton.ac.uk) is available to offer information and assistance to students with dyslexia. Miss Deb Viney (Ext 25644; email dsv@soton.ac.uk) is available to offer information, advice and assistance on any matter relating to a disability or chronic medical condition *other than* dyslexia.

4.3.2. Student Advice and Information Centre (SAIC)

Clare Best, Daniel Bedingfield and Christine Winter, Advisers at the Student Advice and Information Centre (SAIC) offers assistance to all students of the University of Southampton on:

- Grants, loans, benefits

- Access and hardship funds
- Debt problems
- Housing rights
- Student visas and certain immigration issues
- Legal and consumer problems
- Academic appeals and other academic issues
- Disciplinary matters

Straightforward enquiries can normally be dealt with immediately but if an enquiry is more detailed, or at busy times, an appointment will be made with an adviser. Separate interview rooms are available for you to speak to an adviser in private; the service is completely free, confidential and impartial.

SAIC also provides the following services:

- Legal Advice: A local firm of solicitors hold regular surgeries at SAIC during term-time.
- English Language Classes and Conversation Scheme: Assistance with spoken English for International students and their partners
- Home Office Batch Scheme - student visa application service

SAIC is open 10:00am - 4.30pm Monday to Friday, term-time and vacations and is situated on Level 1 of the Students' Union building, Building 40, Highfield Campus. Telephone: 8059 2085, e-mail: saic@soton.ac.uk

Daniel Bedingfield of SAIC holds surgeries at Winchester Campus, Room 2069. These are currently held on Wednesdays, 1pm - 4pm, term-time only. Further details may be obtained from the WSA Students Union, Ext. 26988.

4.3.3. The University Counselling Service

The University Counselling Service is available to all members of the University community and has a team of professionally trained and experienced Counsellors who are used to helping people from many different backgrounds and cultures.

When might staff come for counselling?

Staff come to the Service to explore a wide range of issues, sometimes work-related and sometimes to do with their personal lives.

Work-related stress or personal problems have an effect on how staff manage their work, and counselling can enable clients to gain a new perspective.

Counselling can help people to explore, clarify, confront and understand personal issues. The Counsellor will share an active role in this process, but will not give direct advice. By

respecting a client's own values, choices and lifestyle, the Counsellor can help people towards making choices or changes that are right for them.

The Counselling Service works within the British Association for Counselling and Psychotherapy's 'Framework of Good Practice', and details of what happens in counselling sessions are held in confidence. Under normal circumstances, nothing will be revealed to anyone outside the Service without a client's express permission. Counselling sessions take place in a comfortable and private setting and are usually for 50 minutes once a week. Appointment times are available throughout the day and early evening. A reduced service is maintained during the vacations.

The reception at University Crescent is open each weekday between 10am and 4pm for enquiries and appointments for Highfield and New College Campuses. Telephone 023 8059 3719 or ext 23719. Messages may be left by voicemail outside of these times. The same telephone number will also provide information about the opening times. Appointments for Winchester School of Art can be made with the Registry office. Telephone 023 8059 6918 or ext 26918. Appointment times are available throughout the day and early evening. A reduced service is maintained during vacations.

This informal and confidential service will endeavour to offer an initial appointment within a few days. However, the service does get very busy and there is sometimes a waiting list for ongoing counselling. Nevertheless, every effort is made to see clients as soon as possible.

When should staff suggest that a student makes contact the Service?

Sometimes students will approach staff about their problems; others cope by avoiding the issues, or communicating them indirectly, e.g. through deteriorating attendance and academic performance. Counselling may become advisable if the relationship with the student becomes difficult, i.e. too intense or overwhelming, and encouraging them to contact the Service could be a way forward. there is a useful document on Referring People to the Counselling Service on the web at www.counsel.soton.ac.uk/publications/referrals.php

Other useful contacts

Samaritans	08457-909090	Face to Face (under 25s)	01962-878300
No Limits (under 25s)	02380-511051	Victim Support	02380-650306
Nightline (Students' Union)	02380-591222	Relate (Couples)	02380-229761;01962-861336
Caring in Crisis (Pregnancy)	0800-028-2228	Citizens Advice Bureau (general)	02380-221406

4.3.4. Chaplains (Ext 23511)

The Chaplaincy Centre is at 41 University Road. There are three full-time Chaplains: Anglican,

Roman Catholic and Free Church. They are available in the centre to talk confidentially and the Anglican Chaplain (Tel: 023-8055-8126) will be glad to act as a point of reference on behalf of the team in the evenings and at weekends. They are also able to give names of contacts for other faiths. The chaplains offer regular events for study, exploration, discussion and worship for both students and staff.

4.3.5. Careers Advisory Service (CAS) (Ext 23501)

The Careers Advisory Service is in Building 3. Termtime opening hours:
Monday to Friday 0830 - 1700

Vacation opening hours:
Monday - Friday 0830 - 1230, 1330 - 1630

Students will receive a warm welcome at the CAS throughout their time at University and beyond. They should be encouraged to begin their career planning as early as possible.

The Careers Service runs events throughout the year including Career Focus weeks for Second years and finalists, a Work Experience Fair, Graduate Recruitment Fair, Finance and I.T. Fair and a programme of Skills Workshops run by major employers.

Careers Advisors, along with the Information and Employer Liaison staff, can offer advice and guidance to enable students to make informed choices with regard to further study, postgraduate research or employment.

The extensive Careers Library contains paper, video and computer based resources for information and guidance on a self-help basis. The new web-based Library Catalogue allows students to identify resources quickly and effectively.

E-Jobs, a web-based service, allows student to identify part-time/casual/temporary work, year-long industrial placements, voluntary/community work and graduate appointments. For more details contact Michelle Kavan, (mk3@soton.ac.uk) (Placements Manager) or Kim Lange (ksl@soton.ac.uk) for graduate appointments.

All CAS activities are advertised in their fortnightly term-time publication Careers News and on their Web site at: www.careers.soton.ac.uk

4.3.6. Highfield Health

Doctors: Christine Ursell, Nicholas Lowe and Jean Maclean

Telephone: 023-8059-5545 / Ext 25545

Emergency: 023-8055-0050

e-mail: health@soton.ac.uk

Website: www.soton.ac.uk/~health

Office/Surgery hours:	Monday - Friday	0830 - 1730
	Saturday	0830 - 1200

Highfield Health is located in the centre of the Highfield campus, close to the Students' Union, and with easy access for the University population. We provide a personalised and caring general medical service to the staff, students and families of the University. With twenty years experience of providing medical care to the University population, many clinics have been developed to cater for the needs of students. We have a patient-centred approach, with surgery times geared to the convenience of patients. The Practice belongs to a co-operative of local GPs, called SPOC, which provides a high-quality, out-of-hours emergency service. To register with Highfield Health, either visit our website and fill in the form, or call in at 31 University Road.

4.3.7. The University Health Service

Partners: Drs Sarah Armstrong, Theresa Creagh, Larry Day, Chris James and Heather Wilson

Nurses: Di McLean, Maggie Williams and Una Winfield

Manager: Wendy Mills

Telephone: 023-8055-7531 or Ext 23539. These numbers should also be used for contacting the Duty Doctor out of office hours for medical emergencies.

E-Mail: unidocs@cix.co.uk

Facsimile: 023-8059-3259

Website: www.unidocs.co.uk

Location: Building 48, Highfield Campus (next to Turner Sims Concert Hall)

The University Health Service is a five-partner Practice and was established 40 years ago to serve the needs of students, staff and their families. We specialise in providing health care for the University community and we campaign on behalf of students in the commissioning of health care.

We hold surgeries throughout the day between 8.30 am and 5.00 pm. Urgent cases will always be seen on the same day by the duty nurse or doctor.

The practice provides a wide range of services including nurse triage, travel clinics, well person clinics, contraceptive services, antenatal care, child health services, asthma clinics, diabetic clinics and sports injury clinics. A physiotherapist and a psychotherapist both have clinics at the practice.

4.3.8. University Day Nurseries

The University has Day Nurseries on both the Highfield and New College campus. They are open to children from four months to five years of age and offer a caring and stimulating atmosphere for the children of staff and students of the University. A multi-activity scheme for

children aged four to twelve years operates during school holidays: please contact the Ext 23465 for more details. The qualified staff are experienced in providing a happy learning environment within a multi-cultural setting. Early application is essential as there is a lengthy waiting list and places cannot be guaranteed. Appointments can be arranged to visit either nursery. For further details please contact the Amanda Saunders, Day Nursery Co-ordinator on Ext. 23465.

4.3.9. Nightline

Nightline is a confidential telephone listening service run by students for students and is located at 8 University Crescent. Telephone 02380-671222 any night during term-time, 2000 - 0800 hours.

4.3.10. The Management of Acute Mental Health Emergencies

Overview

- 1. Responsibilities of Staff and Students *within* hours**
- 2. Responsibilities of Student Support Manager**
- 3. Responsibilities of General Practitioners**
- 4. Responsibilities of Wardenal Staff out-of-hours**

Overview

1. The University has developed and adopted a Mental Health Policy (2002) one of whose principles is to ensure that all employees and students who experience mental health difficulties are treated fairly, sensitively and with respect, and are offered the support that they need to deal with their particular situation. The University also has a responsibility under the Special Educational Needs and Disability Act 2001 to avoid discriminating against students with disabilities, including mental illness.
2. If someone's behaviour gives you cause for concern, do not worry about whether you are qualified to decide whether or not they have a mental health condition: your concern is sufficient cause, so contact the appropriate services, listed below, for advice. Whilst you should certainly try to limit the information you reveal to external sources in order to protect the student's confidentiality, it is entirely appropriate to inform the services of any information which may be relevant to their evaluation of the situation. Whilst students and staff of the University have a Duty of Confidentiality under the Data Protection Act 1998, this confidentiality is limited by the Duty of Care which we have to our students and staff. The duty of care takes precedence where there are serious concerns about the individual's mental or physical health or for the safety of others exposed to serious risks from that person

Note: The University Counselling Service adheres to a separate code of confidentiality associated with that profession and anyone experiencing concerns about the well-being

of another member of the University can approach them for a confidential consultation. Only where it is necessary and only to limit the risk of death or serious harm to the student or another vulnerable person, would the University Counselling Service disclose information given to them.

3. The needs of students who develop mental illness have to be balanced with the need to protect the safety and ability to study of their neighbours, friends and classmates; and to ensure that members of the university, such as Hall staff or Personal Tutors, are not required to provide support to mentally-ill students that they are not trained to give.
4. It is the responsibility of the GP with whom the student is registered to provide professional support and care in incidents of mental illness. Staff and students of the University will support medical practitioners in whatever ways they can, but laypersons cannot be expected to replace the professional care and support that are the responsibility of the National Health Service.

The purpose of this protocol is to define the various responsibilities of all those members of the university community who might come into contact with students who are suspected to be suffering from mental illness and whose behaviour gives reasonable grounds for concern.

5. For the purposes of this document, acute mental health emergencies may consist of any of the following:
 - The person is considered to be an immediate danger to themselves
 - The person is considered to be an immediate danger to others
 - The person is exhibiting extreme distress
 - The person is neglecting their own health (e.g. neglecting medication, self care or failing to eat adequately) such that they are likely to trigger a crisis.
6. Everyone involved with the management of cases of serious mental illness will respect the rights of all students under the terms of the Data Protection Act 1998.
7. Do not contact the student's friends or family unless specifically requested to do so by the student **in person**. If in any doubt about contacting family, please consult with either the Student Support Manager, the Head of the Counselling Service or the Disability Co-ordinator.

1. Responsibilities of Members of Staff (including Personal Tutors, Student Advice and Information Centre, Counselling Service, Disability Service) and of Students, within normal office hours

1. Members of staff and students who encounter students who are showing symptoms of an **acute** mental health emergency (i.e. they are an immediate danger to themselves) should

attempt to discover the identity of the student's GP, and, where this is known, to report their concerns to the GP. (If the student has not registered with a GP, or if the GP's identity cannot be ascertained, contact should be made with either Highfield Health (023-8059-5545) or University Health Service (023-8059-3539: both numbers 24 hours) for an emergency consultation. Each of these Practices uses out-of-hours deputising services, which can be contacted via the above numbers. The GP will decide what action(s) are required, e.g. hospitalisation, arrangements for personal care, etc. If the situation is especially urgent, **please call an ambulance** by dialling 999. When talking with the emergency services, remember that the paramedics will not be familiar with the campus, and will need precise and unambiguous directions.

2. Callers should give their own name and contact number; the name of the student; current location; and describe as clearly as possible the nature of the behaviour that is giving cause for concern.
3. If the caller feels that their own safety, or that of other people, is being endangered by the distressed student's behaviour, the University's own Security Service (023-8059-2828) should be contacted and assistance requested. (Out of hours, the Emergency Control Centre should be contacted on 023-8059-2811.) Alternatively, the caller can always contact the Police/Ambulance Service by dialling 999. Encourage other people to leave the area if at all possible, and discourage new people from entering the area. Try to position yourself so that you are nearer to the door than is the student and so that you can both be seen by people outside the immediate area.
4. If the threat concerns a person who is not in the immediate vicinity, please inform the appropriate authorities: Police or University Security.
5. The caller should also inform Student Support Manager (023-8059-3062) of the incident, so that he may inform the student's Personal Tutor and either the Warden (if the student is a hall resident) or the Accommodation Officer (if the student is in private rented accommodation).
6. Do not contact the student's friends or family unless specifically requested to do so by the student **in person**. If in any doubt about contacting family, please consult with either the Student Support Manager, the Head of the Counselling Service or the Disability Co-ordinator.

Following an incident:

7. Staff should inform the Student Support Manager of any such cases as soon as possible, as they will be responsible for convening a case conference within 5 days to review the University's responsibility for the management of the student's situation.
8. Any enquiries concerning the student from the media should be directed to the Director of External Relations.
9. Any enquiries concerning the student from friends or family should be directed to the Student Support Manager.

10. The staff member should make a detailed and factual record of events (avoid any speculation about diagnoses or possible precipitants of the behaviour) and place in the student's file

2. Responsibilities of the Student Support Manager (SSM)

1. SSM will be responsible for informing the Personal Tutor and Hall Warden/Accommodation Officer of any case of serious mental illness that is reported to him. SSM will also inform the Head of the Counselling Service, and, where this has not already been done, the student's GP. In general, SSM will be responsible for the co-ordination of all on-campus student services, including the relevant GPs.
2. SSM will also inform the Director of External Relations if the case is such that it may attract media interest. Any subsequent media enquiries should be directed to the Public Affairs Department.
3. SSM will be responsible, where appropriate and normally at the request of either a GP or a Hall Warden or the Disability Co-ordinator, of convening and chairing a Case Conference to discuss the University's responsibility with respect to the management of the student's illness. Those invited to attend will normally include some or all of the following: student's GP; Head of the Counselling Service; Hall Warden or Accommodation Officer; Personal Tutor or Supervisor; Disability Co-ordinator.
4. On the recommendation of the GP, and with the agreement of the Case Conference, SSM may, in certain cases, be asked to secure funding for the short-term private care of a mentally-ill student in an off-campus facility; or for specialist nursing care in a hall of residence; or, in the case of an EU or international student, an airfare to the student's home country. Private medical care or nursing care delivered on-site shall be reviewed after five days' duration.
5. Private medical or nursing care will only be considered in those cases where, in the GP's opinion, the student's best interests cannot be served in any other way, by, for example, sectioning under the Mental Health Act; referral to the Department of Psychiatry; or, for UK students, return to the student's home address.
6. *In emergencies out-of-hours*, and where the GP and the Hall Warden agree that nursing care is required, and that the NHS is unable to admit, or retain a mentally-ill student after their in-patient care has ended, the Warden and the GP, on behalf of COSS, can either contact a defined agency (e.g. Select) to provide a suitable carer to support the student in their own room or in Emergency Rooms at Wessex Lane; or arrange for the sick student to be admitted to private medical in-patient care, e.g. Marchwood Priory. Invoices for this care should be directed to SSM for settlement. In the case of emergency action of this kind, it is the responsibility of the Warden to inform SSM and the Disability Co-ordinator, as soon as possible, of what has been done. SSM will then convene a Case Conference to review the provision of private care, and the longer-term management of

the student's illness.

3. Responsibilities of General Practitioners

1. When called by a member of staff about a student who appears to be showing symptoms of an **acute** mental health emergency (i.e. they are an immediate danger to themselves) GPs are requested to respond by offering an emergency consultation (or by advising the staff to call an ambulance) regardless of whether the student is actually their patient. Where the identity of the student's GP is known, contact will have been made direct with that GP.

GPs are asked to remember that University staff are not generally trained in dealing with people with acute mental illness and will need clear and unambiguous guidance from you about how the situation should be handled.

2. Callers to the GP should provide the name of the student, their current location, their own name and describe clearly and factually the behaviour which is giving cause for concern.
3. The GP will decide what action(s) are required e.g. hospitalisation, arrangements for personal care, etc. The key questions are:

Does this person need immediate hospital treatment?

IF YES: the responsibility for arranging this is with the GP.

IF NO: the GP should advise on appropriate accommodation:

If the student is in **private rented** accommodation: should they stay there, OR be instructed to return to their parental home (if feasible) OR be moved into the emergency flat in Hall? Note that the emergency flat is provided as an **accommodation-only** facility: there is no attached care, either from Wardens or other staff, except under para 4, below. If the emergency flat is required, please contact Montefiore reception (24 hours) on 023-8059-8015.

If the student is in a **Hall of Residence:**

a) contact the Warden (via Montefiore Reception (023-8059-8015: 24 hrs) to advise them of the concern about the student, and

b) discuss with the Warden whether the current Hall is an appropriate place for continued residence - if not should the student be either instructed to return to the parental home or moved to the emergency flat?

4. If the student needs hospitalisation but no bed is available in the local NHS facilities, the GP and Warden should:

a) decide where is the most appropriate location to house the student *pro tem* (own room, emergency flat or other) until an NHS bed becomes available.

b) the GP should advise the Warden whether personal care is required. Personal care will be provided through a local agency: the carer will NOT be a qualified nurse but should have experience of working with people who have a mental health difficulty.

c) where the person's distress is very severe and immediate hospitalisation is an absolute necessity, the GP should arrange a bed with Marchwood Priory (invoices for this should be directed to the Disability Co-ordinator, who will process for payment authorisation by the Student Support Manager).

d) Inform the Student Support Manager, who will arrange a Case Conference within a maximum of 5 days in order to discuss and agree continuing management plans.

4. Responsibilities of Wardenal Staff providing Out-of-Hours support in Halls of Residence.

1. If you come into contact with a student who appears to be showing symptoms of an **acute** mental health emergency (i.e. they are an immediate danger to themselves) you should immediately make contact with your colleagues in the Wardenal Team for that Hall and inform them of the situation - do **not** try to deal with the situation without assistance. Contact should also be made with the Warden responsible for that Hall and, where contact cannot be made immediately, then the Duty Officer within Business Services should be contacted.
2. Encourage other people to leave the area if at all possible, and discourage new people from entering the area. Try to position yourself so that you are nearer to the door than is the student **and** in such a way that you can both be seen by people outside the immediate area. Where other residents are involved, another member of the Wardenal Team should take them to a quiet area where they can be interviewed in confidence and record any relevant information about the situation / incident.
3. If your safety, or that of others, is being endangered by the behaviour of the distressed student contact the local Hall Security Service (via the Reception in Wessex Lane Halls or Glen Eyre Halls - Small Halls without 24h Reception should contact University Security [outside working hours Main Control Centre 22811] OR call the Police / Ambulance Service by dialling 999.
4. Attempt to determine the student's GP and, where this is known, report your concerns to the GP (or Deputising Service) requesting assistance. If the student's own GP is not known, please contact the University Health Service (023 8059 3539) or Highfield Health (023 8059 5545) [both numbers 24 hours] for a doctor to either attend or arrange for an emergency consultation the following day. The GP will decide what action(s) are required e.g. hospitalisation, arrangements for personal care, etc. If the situation is especially urgent, **you can call an ambulance** by dialling 999.

5. Callers should provide the name of the student, their current location, their own name and describe clearly and factually the behaviour which is giving cause for concern. Any calls made should be logged.
6. Do not contact the student's friends or family unless specifically requested to do so by the student **in person**. If in any doubt about contacting family, please consult with either the Student Support Manager, the Head of the Counselling Service or the Disability Co-ordinator.
7. The GP will consult with the Warden whether the current Hall is an appropriate place for continued residence. It is the Warden's responsibility to bring to attention of the GP any facts or issues which may be material to this decision. Where the GP and Warden agree that the student will remain in accommodation within a University Hall of Residence (either in their own room *pro tem* or in the Emergency accommodation), the members of the Wardenal team of that Hall will receive **clear, written instructions** from the GP, signed by both the GP and the Warden, as to the limits of their responsibility for that student as Duty Warden(s). The GP should advise the Warden whether personal care is required and make the necessary arrangements for the provision of that care - the Wardenal Team are not expected to provide care and support beyond that offered to any other resident in Hall. Personal care will be provided through a local agency: the carer will NOT be a qualified nurse but should have experience of working with people who have a mental health difficulty.
8. If the GP and Warden agree that the student should not remain in accommodation within the University Halls of Residence, then where the person's distress is very severe and immediate **hospitalisation is an absolute necessity**, the GP will **either** arrange an immediate admission to the local NHS Hospital **or** where necessary, make arrangements for a bed with Marchwood Priory (invoices for this should be directed to the Disability Co-ordinator, who will process for payment authorisation by the Student Support Manager). Where **hospital admission is not required** and it is inappropriate for the student to remain in residence, the GP and Warden will advise the student to leave Hall at the earliest opportunity and return to the Parental home (or that of Next of Kin or nominated individual). If the student is admitted or leaves Hall, the Warden must ensure that the details are logged.
9. If the threat concerns a person who is not in the immediate vicinity please inform the appropriate authorities (Police, Social Services, University Security).

Following an incident:

10. The member of the Wardenal Team dealing with the student should make a detailed and factual record of events (avoid any speculation about diagnoses or possible precipitants of the behaviour) and pass this record to the Warden at the earliest opportunity.
11. The Warden should contact the Deputy Director of Business Services to advise him of the situation at the earliest opportunity and also forward a copy of record of events.

12. The Warden should ensure that Theresa McGoldrick, Student Support Manager, on ext. 23062 is made aware of the situation at the earliest opportunity and receives a copy of the record of events. The SSM will alert other colleagues about the concerns (e.g. personal tutor).
13. Any enquiries concerning the student from the media should be directed to the Director of External Relations and the Warden informed.
14. Any enquiries concerning the student from friends or family should be directed to the Student Support Manager and the Warden informed.