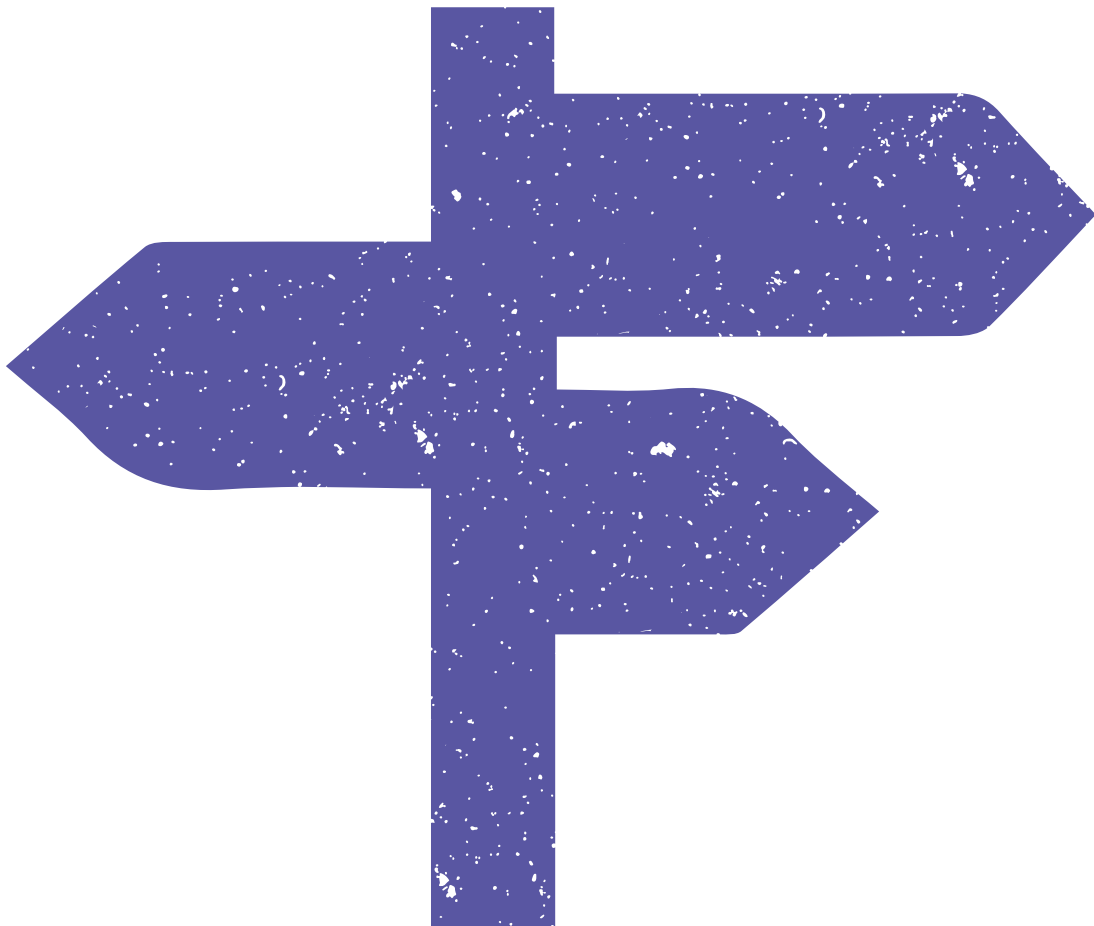

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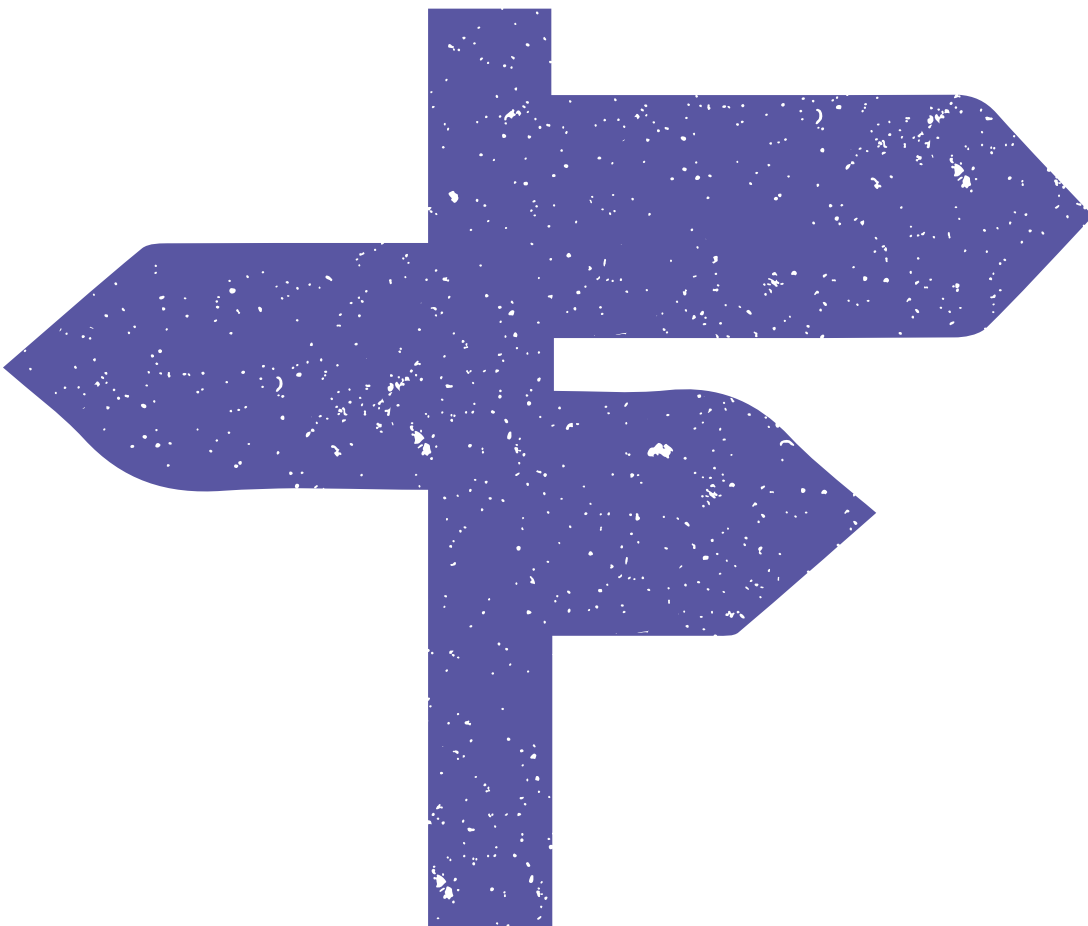
Guidance for staff: supporting
you to support students



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1

Introduction and how to use this guide

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

The guide is produced by Student Services, which is comprised of: Wellbeing Advice & Guidance, Disability Advice & Guidance, Money Advice & Guidance, International Advice & Guidance, Counselling Service, and the Mental Health Advisory Service. You can find out more about each team on page 4. Contact details for all the Services are available on page 39.

Central and departmental support

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

In other cases, alongside the specialist support they are accessing from us, students may require academic support, learning and teaching adjustments, and general pastoral support from you and your teams. In cases like this, we can provide complementary support for students.

General tips on supporting students

- If a student comes to you with a problem, listen to them and find out what they need. Try not to assume anything about the student, and remain non-judgemental
- It is often useful to take brief, factual notes. Try to keep these objective and focused on what the student is disclosing, rather than any thoughts, feelings or assumptions you may have

- If you have access to the Case Recording system you should add your notes to that system. If not you should store them securely on your university drive or using your departmental system where there is one place
- You should seek the student's permission before sharing their details with anyone else, unless you are concerned that they may harm themselves or others. In this situation, you must inform Student Services as soon as possible (call 0151 795 1000 or email advice@liverpool.ac.uk). If there is immediate risk, contact Campus Support (2222) who will contact the emergency services on 999
- If you do not have the student's permission to share their details but want to discuss their situation you can discuss the situation with Student Services anonymously using the contact details above. Student Services will be able to provide advice about appropriate next steps.
- You are not expected to act as a counsellor, or to deal with serious issues on your own. If you are not comfortable with the situation, you can refer a student to Student Services or seek our advice. Bear in mind the confidentiality and consent requirements above
- If a student contacts you outside of working hours, you should call emergency services (999) if it is this appropriate (e.g. threats to harm self or others). You should also contact Campus Support. We do not encourage conversations (including emails) out of hours but we understand that you may pick up a message that is worrying. If you feel you should respond you should encourage the student to contact you during office hours or redirect them to support services if this is appropriate
- We advise you not to provide students with your personal contact details. If you feel that it might be important for a student to be able to contact someone out of normal office hours they can contact Health Assured. Health Assured provide out of hours advice and support to students and is staffed by qualified counsellors on a 24/7 basis. To contact Health Assured call the freephone number 0800 028 3766

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Student Services at the University of Liverpool

The University of Liverpool offers comprehensive support and welfare advice to students via specialist teams within Student Services.

Student Services is divided into six specialist services: Wellbeing Advice & Guidance, International Advice & Guidance, Disability Advice & Guidance, Money Advice & Guidance, the Counselling Service, and the Mental Health Advisory Service.

Student Services

Student Services offer advice, support and information on a wide range of non-academic issues including finance, disability, issues relating to health and wellbeing, and holistic support for international students.

Contact Student Services through reception on 0151 795 1000. For email contact details, please see each team below. **All teams are based in the Alsop Building** on University Square (building 750 on the campus map) **except Counselling who are based in Oxford Street** (building 436 on the map)

Students are able to book an appointment to see an adviser from the respective teams by logging on to the **Student Services Hub** with their MWS username and password and navigating to the team page that they require. Each of the teams offers both in-person and remote appointments to suit the needs of the student. The Counselling Service, and the Mental Health Advisory Service, do not have direct appointment bookings available as these services require a referral. Students should contact the Wellbeing Team at advice@liverpool.ac.uk in the first instance if they want advice around support for their mental health.

If you are reading the print version of this guide and have a student with you, we have included a QR code below that will direct students to the login page for the Student Services Hub:



Wellbeing Advice and Guidance

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

Wellbeing Advice and Guidance are the first port of call for students requiring advice and support in relation to a mental health difficulty, and are the primary entry point for students accessing the Counselling Service, and the Mental Health Advisory Service.

Contact details: advice@liverpool.ac.uk / 0151 795 1000 (reception)

Disability Advice and Guidance

Disability Advice and Guidance are responsible for the co-ordination of support for disabled students and provides a specialist guidance and support service. Please note that when we use the term disabled students this is intended to include, but is not limited to, students with physical and sensory impairments, long term medical conditions (e.g. epilepsy, diabetes, cancer, Crohn's disease), mental health difficulties, autistic spectrum disorder and specific learning difficulties e.g. dyslexia, dyspraxia, dyscalculia).

Contact details: disteam@liverpool.ac.uk / 0151 795 1000 (reception)

International Advice and Guidance

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

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

Contact details: iagteam@liverpool.ac.uk / 0151 795 1000 (reception)

Money Advice and Guidance

Money Advice and Guidance provides support and advice to both current and prospective students on a range of financial matters. Their services include discretionary financial help through the University Hardship Fund for students experiencing financial hardship; debt advice; eligibility and calculation of welfare benefits; advice and support for students considering suspension of their studies; one to one budgeting sessions and other group sessions aimed at improving money management; and advice on Postgraduate Loans from the Student Loans Company.

Contact details: money@liverpool.ac.uk / 0151 795 1000 (reception)

Student Counselling Service

The Counselling Service provides confidential support for students experiencing a range of issues including home and family relationships, depressions, anxiety, bereavement and loss and relationship difficulties.

The Service offers Single Session Therapy (SST). A SST session is designed to address students' presenting concerns within one session. This appointment is usually sufficient for many students. If a student presents with more complex needs the service can offer longer term therapy over a few weeks or month. Please be aware that for longer term therapy there is usually a waiting list. Students are able to access additional SST sessions whilst on the waiting list.

Students can access the service by initially contacting the Wellbeing Advisors at advice@liverpool.ac.uk or by phone 0151 795 1000 (reception).

The Counselling Service can give advice to staff about how they can help students

Staff can contact the Counselling Service at counserv@liverpool.ac.uk or by phone 0151 795 1000 (reception).

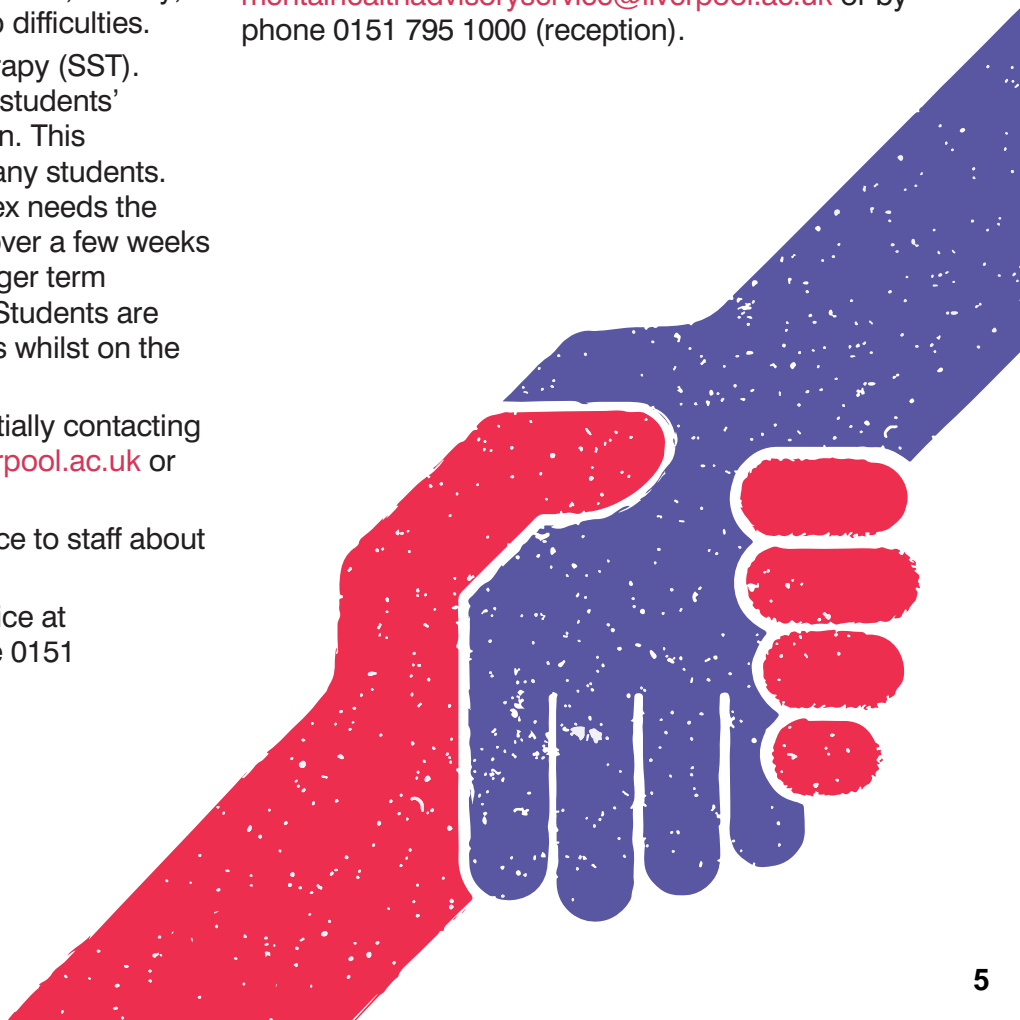
Mental Health Advisory Service

The Mental Health Advisory Service provides a confidential service for students experiencing complex and/or significant mental health difficulties. The team support students with a wide range of issues including personality disorders, psychosis, mood disorders, anxiety disorders, eating disorders and obsessive compulsive disorder. The goal of the service is to take a proactive and preventative approach to the management of student mental health and we are committed to the recovery approach. The team has underpinning values of care, compassion, collaboration and inclusion.

Students can access the service by initially contacting the Wellbeing Advisors at advice@liverpool.ac.uk or by phone 0151 795 1000 (reception).

The Mental Health Advisors can provide consultations for staff about how they can help students

Staff can contact the Mental Health Advisors at mentalhealthadvisoryservice@liverpool.ac.uk or by phone 0151 795 1000 (reception).



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Mental health or emotional difficulties

What should you look out for?

According to the National Union of Students 20% of students consider themselves to have a mental health problem with as many as 92% reporting feelings of mental distress. The University has a number of services that can support students with their mental health.

What should you do?

When a student requires support but is not at immediate risk

In the vast majority of cases, direct the student to contact Student Services who are based in the Alsop Building. They can book drop-in appointments via the on-line Student Hub found on the [Student Services website](#) or phone 0151 795 1000. Students can also access Health Assured, a free and confidential 24/7 helpline which is staff by fully qualified counsellors. Health Assured can be contacted on 0800 028 3766.

When a student requires support and is at imminent risk

If, at any time, 24/7, you become aware of a student who is at imminent risk of harming themselves or others, (e.g. threatening to take their own life or the life of another person) you need to contact emergency services on 999.

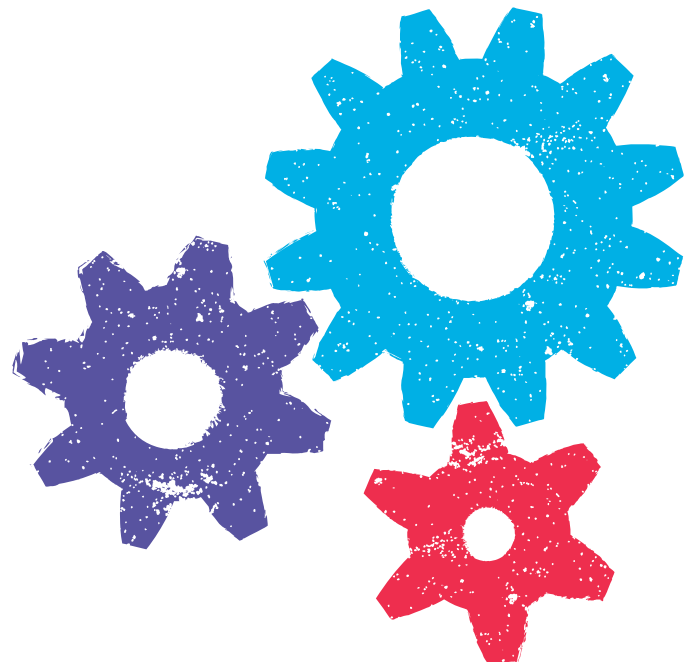
If you are on campus you can contact the University's Campus Support Teams 24/7 emergency number on 2222 from an internal phone or on 0151 794 2222 from a mobile. Campus Support can call emergency services and assist vehicles to access all parts of campus although of course you can call 999 directly yourself (you should then inform Campus Support as soon as possible). From outside the University call emergency services immediately on 999. If Campus Support are involved they will pass details of the incident onto Student Services who will ensure that the appropriate services are involved in following up the matter.

What happens next?

Once Student Services are aware of a student who has required emergency services, Advice and Guidance will contact the student to arrange a consultation appointment. The team offers a range of ways to help, from self-help, guided self-help and workshops through to 1:1 sessions with a number of services.

For further information and guidance please go to the Staff Hub on the Student Services website

<https://www.liverpool.ac.uk/studentsupport/staff-hub/>



4

Disability or long-term medical condition

When a student shares information about a disability

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

What should you look out for?

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

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

What should you do?

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

Email: disteam@liverpool.ac.uk or telephone: 0151 795 1000 or book an appointment on the Student Services Hub
<https://www.liverpool.ac.uk/studentsupport/book-an-appointment/>

We would encourage students to contact the team as soon as possible, so that potential support needs can be identified, rather than waiting until they encounter difficulties. If a student does not wish to come forward to access support, this of course will be respected. However, it is important the student understands that

their needs will not be assessed and reasonable adjustments will not be implemented.

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

What happens next?

If it is the student's first disclosure to the University, the student will be asked to provide supporting documentation regarding their disability. We will then offer the student an appointment to speak with a Disability Adviser who will work with them and the Department to develop and implement a package of support. The Adviser will:

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

5

Financial Difficulties

We know that the current financial pressures on students are increasing. Students who have financial difficulties may find that it impacts on other aspects of their life and it may mean that concentrating on their studies is difficult. Students may come to you because:

- they are struggling financially
- they may be working a lot of hours in paid employment because they are unable to manage on other money they have
- they have debts
- they are struggling to budget
- they want to leave their course because they cannot manage financially.

There may be a number of reasons why a student is struggling to manage their money, it may be because they are not getting all of the funding they are entitled to through Student Finance or they may need additional support from the University Hardship Fund. You may be contacted by students who are suspending or withdrawing from their course or when they have to repeat a year of study. All of these scenarios may have financial implications for the current year and future years of study.

What should you do?

UK students should be advised to contact Money Advice and Guidance. They can do this via:

Email: money@liverpool.ac.uk or 0151 795 1000.

Students can also book a face to face or virtual drop-in via the Student Services Hub:

<https://www.liverpool.ac.uk/studentsupport/book-an-appointment/>

Webpage:

www.liverpool.ac.uk/studentsupport/money/

International students are not entitled to the same funding as UK students

International students should be advised to initially contact International Advice and Guidance to discuss their financial difficulties: Contact IAG on

iagteam@liverpool.ac.uk or 0151 795 1000. Students

can also book a face to face or virtual drop-in via the Student Services Hub:

<https://www.liverpool.ac.uk/studentsupport/book-an-appointment/>

What happens next?

After contacting Money Advice and Guidance, we will work with the student to find out what money difficulties they are experiencing and how we can help. This can include liaising with external organisations such as Student Finance or the Department of Work and Pensions to ensure that the student is getting all of the money to which they are entitled. We will also work with international advice and guidance to identify appropriate support for international students.

We can also work with students on preparing a budget plan in cases where they may have sufficient money but are still struggling to manage. We can also advise about the University Hardship Fund and will shortly be opening a food larder to assist students who are struggling with the cost of living.

Tuition Fees

Queries regarding tuition fees should be directed to the Student Fees and Funding Office, email: Feesenq@liverpool.ac.uk or telephone: 0151 794 6777

For Further Information

Hardship Fund information for UK and International Students can be found at

<https://www.liverpool.ac.uk/studentsupport/money-advice/university-hardship-fund/>

Managing the Cost of Living information can be found at <https://www.liverpool.ac.uk/studentsupport/money-advice/managing-the-cost-of-living/>

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Carers, care leavers and estranged students

What should you look out for?

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

Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. A Young Adult Carer is a person aged 16 - 25 who fits the criteria above (the University offers a bursary to this group).

Care leavers

A care leaver is someone who has spent a minimum of 13 weeks in Local Authority care since the age of 14, be a UK undergraduate student and be aged 28 or under (on 1st September of the year in which they intend to commence their studies).

Estranged students

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

What should you do?

Advise any student who is a carer, care leaver or estranged, to contact Advice & Guidance. Email Advice and Guidance at advice@liverpool.ac.uk or telephone: 0151 795 1000. Students can also book an appointment with the team via the Student Services Hub <https://www.liverpool.ac.uk/student-support/book-an-appointment/>

The University offers bursaries to carers, care leavers and estranged students. If the student has not already done so, they should contact Advice & Guidance to arrange an appointment to discuss their eligibility for the bursary and other support. For information on bursaries see the Money Advice and Guidance webpage:

www.liverpool.ac.uk/student-support/money/

What happens next?

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

UCAS is intending to begin collecting information on Estranged Students and those who are Young Adult Carers in future and we will be able to contact prospective students before they arrive. Until these changes are put into place, those students who consider themselves to be estranged, and those who have been acting as a carer for a loved one, should be directed to contact Advice and Guidance at advice@liverpool.ac.uk or 0151 795 1000.

Relevant policies and procedures

Scholarship and Bursary Regulations:

<https://www.liverpool.ac.uk/student-administration/fees-and-finance/scholarship-bursary-regulations/>

7

Visa and Documentation Issues for International Students

What should you look out for?

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

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

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

What should you do?

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

Avoid saying anything that the student may misconstrue as immigration advice. Advise the student to contact International Advice and Guidance team by email; iagteam@liverpool.ac.uk or to book a drop-in via the Student Hub

<https://www.liverpool.ac.uk/studentssupport/book-an-appointment/>

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

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

Students wanting family to visit for graduation should visit our Visitor Visa webpages.

Students wanting to work after studies should be referred to the IAG webpages for the options available.

Students may also be referred to the IAG presentations and workshops pages for information on any upcoming presentations the team may be running.

What happens next?

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

If the student contacts IAG with a particular immigration problem then they will be given clear and detailed advice until it is resolved. If appropriate a one-to-one appointment can be arranged only after the student has made contact with the team via email or a drop-in session

Relevant policies and procedures

Student Guide for Visa Holders:

<https://www.liverpool.ac.uk/studentssupport/visas-and-immigration/>

8

School Support

Learning and Teaching Support Officers (LTSO's) are based within each of three Faculties, either at School or Faculty level. LTSOs support students with advice and guidance on wellbeing concerns and provide signposting information to ensure students are guided to the most appropriate specialist service for your particular needs. The LTSOs can also advise on University processes such as extenuating circumstances, exemption from late penalties, suspending your studies or withdrawing from the University. All conversations students have with LTSOs are private and confidential.

The LTSOs work closely with all of the University advice and guidance services and can signpost and refer you to more specialist services including academic staff, Disability Advice and Guidance, International Advice and Guidance Money Advice and Guidance, Counselling services, and Careers.

More information about the Faculty support provided by LTSO's and how to contact them can be found below:

Health and Life Sciences

Health Sciences LTSO's can be contacted by phone on **07909 311975** or **07825 724064** or via email at: shsltso@liverpool.ac.uk

Psychology LTSO can be contacted via email at jnavarro@liverpool.ac.uk

The School Medicine does not have LTSOs, but a Wellbeing Service. This is a confidential service available to all medical students, including those intercalating. For further information please see here <https://www.liverpool.ac.uk/intranet/medicine-student/support/wellbeing/>

Science and Engineering

Science and Engineering LTSO's can be contacted by phone on 0151 795 1153 or via email at: SciEng-LTSO@liverpool.ac.uk For further information please see here <https://www.liverpool.ac.uk/science-and-engineering/faculty-student-support/faculty-learning-teaching-support-officers/>

Humanities and Social Sciences

Humanities and Social Sciences academic area have their own LTSO's, which can be found below:

School of The Arts LTSO's: sotalts@liverpool.ac.uk

Histories, Languages and Cultures: hlcltso@liverpool.ac.uk

School of Law and Social Justice: slsjsupport@liverpool.ac.uk

The Management School: ULMSLTSO@liverpool.ac.uk





Supporting Post Graduate Research Students

Postgraduate Research (PGR) students may face a variety of complex challenges over the course of their research period. While there is some overlap with Undergraduate and Post Graduate Taught students, many of the issues faced by PGR students are unique (for example, surrounding funding or supervisory relationships). Many of the challenges faced are similar to those in full time employment. Additionally, PGR students are older and often at different life stages to UG students. Many have families, careers or previous experiences that can interact with their research in a variety of ways and shape their approaches to certain events or challenges. As a result, many of the PGR students that seek help require specialist knowledge of PGR processes and bespoke support solutions.

If a PGR student is having issues related to their studies then the three Faculties have dedicated Institute and Departmental Directors for PGR students who they can raise concerns with. An additional way of seeking advice or support on study concerns is through the IPAP process.

It is important to note that many research students do not realise that the advice and guidance provided by central Student Services is for all students including PGR students. Student Services can be found at <https://www.liverpool.ac.uk/studentssupport/>

Health and Life Sciences PGR Wellbeing Officer

The Faculty of Health and Life Sciences has a dedicated PGR Wellbeing Officer who can be emailed at pgrstudentsupport@liverpool.ac.uk The Wellbeing Officer is available for any PGR student facing wellbeing issues within the faculty who offers support and someone to talk to as well as signposting to the relevant services.

Where necessary, the Wellbeing Officer can liaise directly with administration teams across all four institutes, assist in the implementation of disability support with the Faculty's PGR Departmental Disability Coordinators and is closely connected to various other teams across the University, including those that are part of central Student Services.

PGR Wellbeing Ambassadors

Peer support is available through the PGR Wellbeing Ambassador Scheme, which provides a safe, non-judgemental space for students to support one another and work together to organise and facilitate various forms of peer support including a variety of wellbeing events, coffee m throughout the year. The PGR Wellbeing Ambassadors are not counsellors, but they are trained in mental health support, they can give confidential advice or simply provide a chat and listening ear and signpost you to the relevant support teams as needed. They are happy to discuss any challenges that someone might be facing during their PhD. More information about the Ambassadors and how to contact them can be found here:

Health and Life Sciences

<https://www.liverpool.ac.uk/intranet/health-and-life-sciences/mental-health-wellbeing/pgrpeerwellbeingambassadorscheme/>

Humanities and Social Sciences

<https://www.liverpool.ac.uk/humanities-and-social-sciences/postgraduate-research/pgrwellbeing/pgrwellbeingambassadors/>

Science and Engineering

The Centre for Doctoral Training in Distributed Algorithms have trained their own Peer Wellbeing Ambassadors. For more information please go to <https://www.liverpool.ac.uk/distributed-algorithms-cdt/people/pgr,peer,wellbeing,ambassadors/>

10

Homesickness or problems settling in

What should you look out for?

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

What should you do?

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

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

Find out what the student's interests are and what attracted them to come and study in Liverpool. There may be events and activities happening in your School/Department that you are aware of which would be a good way of meeting new people and feeling part of the University. You can also signpost students to the support available from Wellbeing Advice & Guidance. International students can be signposted to International Advice and Guidance to discuss culture-shock and to support them with any feelings of homesickness: iagteam@liverpool.ac.uk.

If you remain concerned about a student, you can signpost them to specialist support from the Advice and Guidance team email: advice@liverpool.ac.uk or phone 0151 795 1000.

What happens next?

Often, a listening ear and some information about ways of settling in can help. Ultimately it is the decision of every individual student whether they take up any of the opportunities available. All you can do is encourage them to take part and enjoy the fullest possible experience of University life. International Advice and Guidance can talk to international students and discover ways to help them feel more settled in the UK such as finding other students of the same culture/nationality whilst encouraging connections with local people and finding familiar foods from their home country.





Non-attendance

What should you look out for?

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

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

What should you do?

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

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

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

It is important that concerns raised by parents or friends are taken seriously, however it is important that you maintain data protection and you should not confirm whether an individual is a student at the university, share attendance information, addresses etc. with a third party. You can provide parents or other third parties with information about the university's general approach to responding to concerns about a student who has not been attending or has not been contactable. If a parent or family member has serious concerns, they can choose to contact the police to report a missing person.

If they are an international student:

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

What happens next?

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

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

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



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Course Transfer, Interruption of Studies and Withdrawal

What should you look out for?

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

Students who are struggling with other issues which are leading them to consider transfer, interruption or withdrawal may benefit from speaking to LTSO's or Student Experience Teams. They may also want to speak to the Wellbeing Advice and Guidance Team in Student Services (see the appropriate page in this Guide). Each decision comes with financial implications. For international students there may be visa issues, you may therefore wish to advise the student to speak with one of our specialist advisers before completing the transfer, suspension or withdrawal process. For UK students who need to interrupt their studies/withdraw or repeat part of their course there may be financial implications on their current and future funding, students should contact Money Advice and Guidance, email:

money@liverpool.ac.uk

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

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

What should you do?

Ask if the student has talked to anyone before coming to a decision. If a student is experiencing other issues that are leading them to consider transfer, suspension or withdrawal, you may wish to refer them to Student Services. Check the rest of this guide to see if the student's issue is covered, or ask the student to contact Wellbeing Advice and Guidance on advice@liverpool.ac.uk / 0151 795 1000. They can also book an appointment on the Student Hub <https://www.liverpool.ac.uk/studentsupport/book-an-appointment/>

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

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

A student wishing to interrupt their studies will need to follow the procedure for interruption of studies, see link below. Advise the student that interrupting their studies is a serious decision and they should think it through, and speak to someone to see if there might be other solutions. They can contact Wellbeing Advice & Guidance for confidential, non-judgmental advice: advice@liverpool.ac.uk / 0151 795 1000. Interruption of studies will have financial implications, so advise the student to contact Money Advice and Guidance for support: (money@liverpool.ac.uk).

A student wishing to withdraw from the University will need to follow the withdrawal procedure, see link below. Advise the student that withdrawal is a serious decision and they should think it through, and speak to someone to see if there might be other solutions. They can contact Wellbeing Advice & Guidance for confidential, non-judgmental advice: advice@liverpool.ac.uk / 0151 795 1000. Withdrawals will have financial implications, so advise the student to contact Money Advice and Guidance for support: (money@liverpool.ac.uk).

What happens next?

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

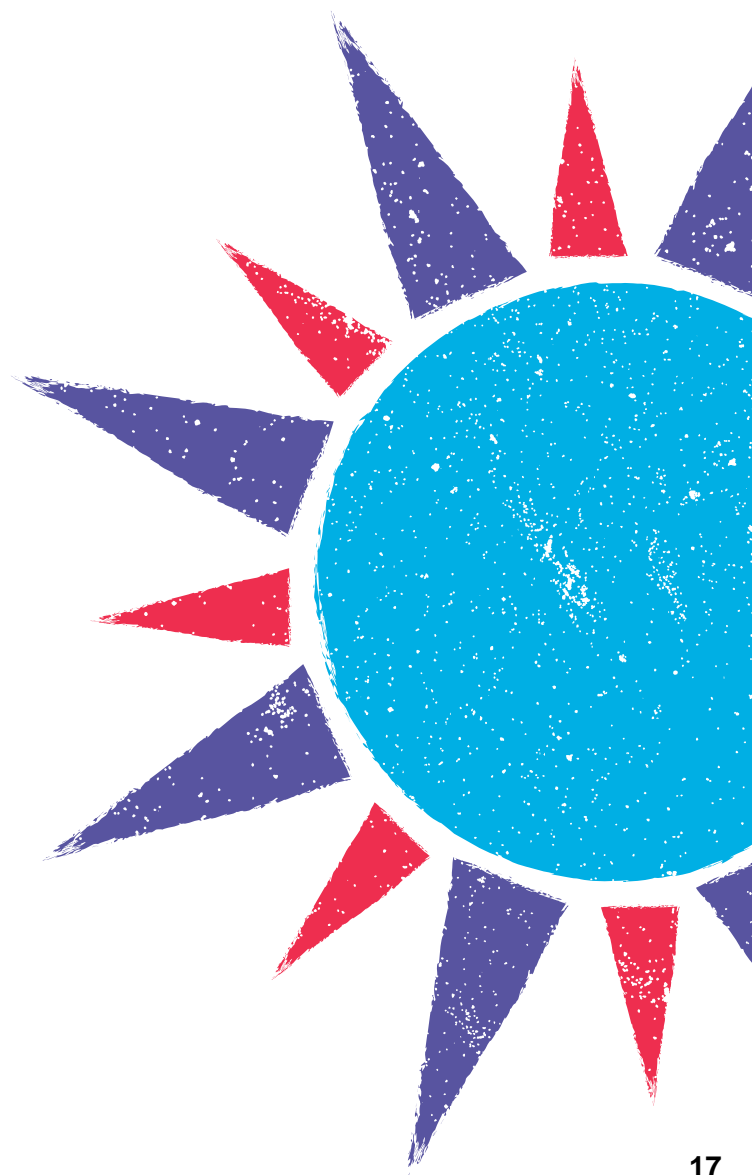
If a student decides to go ahead with the transfer, interruption or withdrawal, the student will need to complete the relevant forms. The School, depending on the request, will inform the student if they are required to meet with their Academic Advisor. When all the necessary steps have been completed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

Relevant Information

Transfer: <https://www.liverpool.ac.uk/student-administration/managing-my-studies/transferring-to-a-different-programme/>

Interruption of Studies: <https://www.liverpool.ac.uk/student-administration/managing-my-studies/suspending-my-studies/>

Withdrawal: <https://www.liverpool.ac.uk/student-administration/managing-my-studies/leaving-your-programme-early/>



13

Drugs and alcohol

What should you look out for?

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

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

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

What should you do?

Alcohol and drug dependencies are recognised as illnesses that can be successfully treated, particularly if they are diagnosed at an early stage. If you believe that a student may have difficulty in controlling their use of alcohol or drugs, you should encourage them to seek support. It may be difficult to broach the subject at first but it is important to make the student aware that our primary concern is for their immediate health, rather than any academic or disciplinary considerations, which can always be dealt with once any appropriate treatment has been accessed.

If you or the student are concerned about their alcohol and/or drug use, you can signpost to Wellbeing Advice & Guidance, email advice@liverpool.ac.uk or telephone 0151 795 1000 (reception), to book an appointment students can book an appointment at the Student Services Hub <https://www.liverpool.ac.uk/studentsupport/book-an-appointment/> Student Services also have Self-Help Guides, including 'Alcohol and You' <https://www.selfhelpguides.nth.nhs.uk/liverpool/>

External Support Services

Students may benefit from contacting their GP. Details of other external support services, independent of the University, are available on the Brownlow Health website, visit:

<https://www.brownlowhealth.co.uk/drugs-and-alcohol-resources/>

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

Guild Advice Service

Email: guildadvice@liverpool.ac.uk

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

Website: guidance documents on University policies and procedures are available online, visit:

www.liverpoolguild.org/advice

What happens next?

Wellbeing Advice & Guidance

After the student contacts Wellbeing Advice and Guidance, they will be offered an opportunity to meet with an Adviser. The Adviser will discuss the student's concerns with them and try to help. If the student needs specialist advice, they will refer them to a service best placed to assist. The service is confidential; students can find out more about what this means in practice in their 'Confidentiality Information' leaflet. For more information visit:

<https://www.liverpool.ac.uk/student-support/book-an-appointment/confidentiality-statement/>

Guild Advice Service

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

Relevant policies and procedures

Alcohol and Drugs Policy (Students):

<https://www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/StudentAlcoholandDrugsPolicy.pdf>



14

Discrimination, victimisation, bullying and harassment

What should you look out for?

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

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

What should you do?

If a student reports an incident of bullying or harassment against themselves or another student, and this relates to your area of responsibility to investigate, work to seek an informal resolution to the complaint. The Bullying and Harassment Policy provides guidance on what bullying, harassment and victimisation are. See:

www.liverpool.ac.uk/hr/diversityandequality/policies/

If the complaint does not relate to your area of responsibility, you can refer the student to our online reporting tool, Report + Support where they can choose to make an anonymous, or named report. Those making a named report can provide contact details and the Wellbeing Advice & Guidance team will be in touch to offer an appointment to discuss the support available. The Wellbeing Advice & Guidance team will also provide advice on how to take the report further if a satisfactory resolution cannot be reached through an informal process.

Where a student submits a named report to **Report + Support** and makes clear in conversation with a Wellbeing Adviser that they would like to take the report forward as a formal complaint, the report can be assigned to the Student Conduct, Complaints and Compliance team to investigate further. This removes the need to complete a further form, and with it the requirement to repeatedly relay potentially traumatic events in order to access support.

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

If the alleged incident relates to a protected characteristic (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex or sexual orientation) the Wellbeing Advice & Guidance team may seek further advice from the Diversity and Equality team.

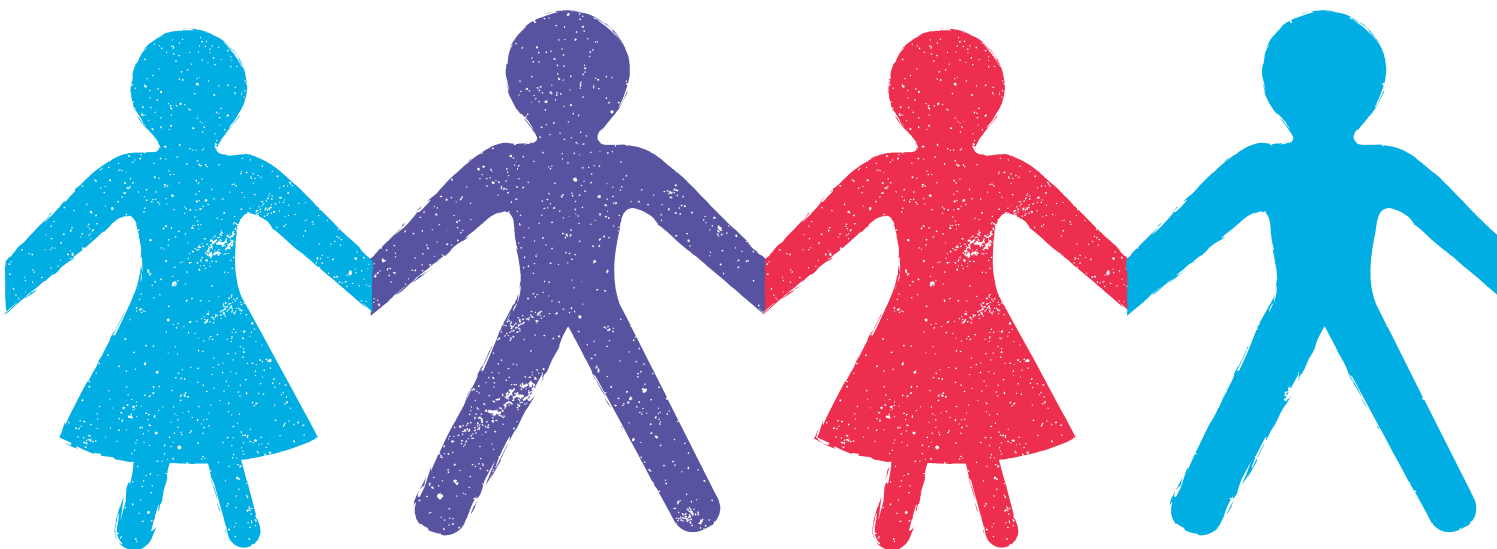
If a student has been affected by the incident and wishes to seek support, they can contact the Wellbeing Advice & Guidance team direct advice@liverpool.ac.uk / 0151 795 1000.

Report and Support reporting platform can be found here: <https://reportandsupport.liverpool.ac.uk/>

What happens next?

If you are responsible for investigating the complaint you should seek to determine whether bullying and harassment has occurred, and if it has, determine the appropriate informal resolutions to rebuild the relationship between the parties. This could include instigating disciplinary procedures. For further advice contact the Student Conduct, Complaints and Compliance team at studentconduct@liverpool.ac.uk

If the Wellbeing Advice & Guidance, or Guild Advice Service, are contacted, they will talk the student through their options, including informal resolution and formal complaints, and advise them on what they can expect from the process.



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Sexual assault and domestic violence

What should you look out for?

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

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

What should you do?

The University has information on how to respond to a disclosure on sexual assault disclosures, available at: <https://www.liverpool.ac.uk/studentsupport/staff-hub/disclosures/> The Wellbeing Advice & Guidance team can offer training on 'Responding to Disclosures'. For information on this training or for further advice on a disclosure contact the team at advice@liverpool.ac.uk or 0151 795 1000.

If a sexual assault has just taken place and the assailant poses immediate risk – contact emergency services immediately. If on campus, contact Campus Support on 2222 and request emergency services (police and/or ambulance).

If off campus, contact 999 or local emergency services overseas.

For non-emergency situations, you should create a safe environment for the student to talk. You may wish to make brief, factual notes. Do not begin to investigate the incident, or question the student's account.

If a student reports being sexually assaulted in the last seven days - advise the student that Safe Place, the local sexual assault referral centre, can give specialist advice. They can be contacted on 0151 295 3550. Students can also seek advice from Wellbeing Advice & Guidance (0151 795 1000/ advice@liverpool.ac.uk). Advise the student that you must share limited information with Wellbeing Advice & Guidance- you should call immediately after you have spoken to the student.

If a student reports sexual assault or domestic violence committed by another student or member of staff - advise that Wellbeing Advice and Guidance can provide further support. Advise the student that you must share limited information with Wellbeing Advice & Guidance- you should call 0151 795 1000 within one working day.

If a student reports sexual assault by a member of the public - advise that Wellbeing Advice and Guidance can provide further support. Advise the student that you must share limited information with Wellbeing Advice & Guidance- you should call 0151 795 1000 within three working days.

If a student reports historical sexual assault or domestic violence, from before their time as a student -advise the student that Wellbeing Advice & Guidance may be able to offer support, including referral to The Counselling Service. Give them the contact details 0151 795 1000/ advice@liverpool.ac.uk Advise the student that you must share limited information with Wellbeing Advice & Guidance- you should call 0151 795 1000 within three working days.

Students can also report any of the above incidents via **Report + Support** <https://reportandsupport.liverpool.ac.uk/> anonymously or a named report. The Wellbeing Advice and Guidance team will be in touch with any student who leaves a named report within three working days.

What happens next?

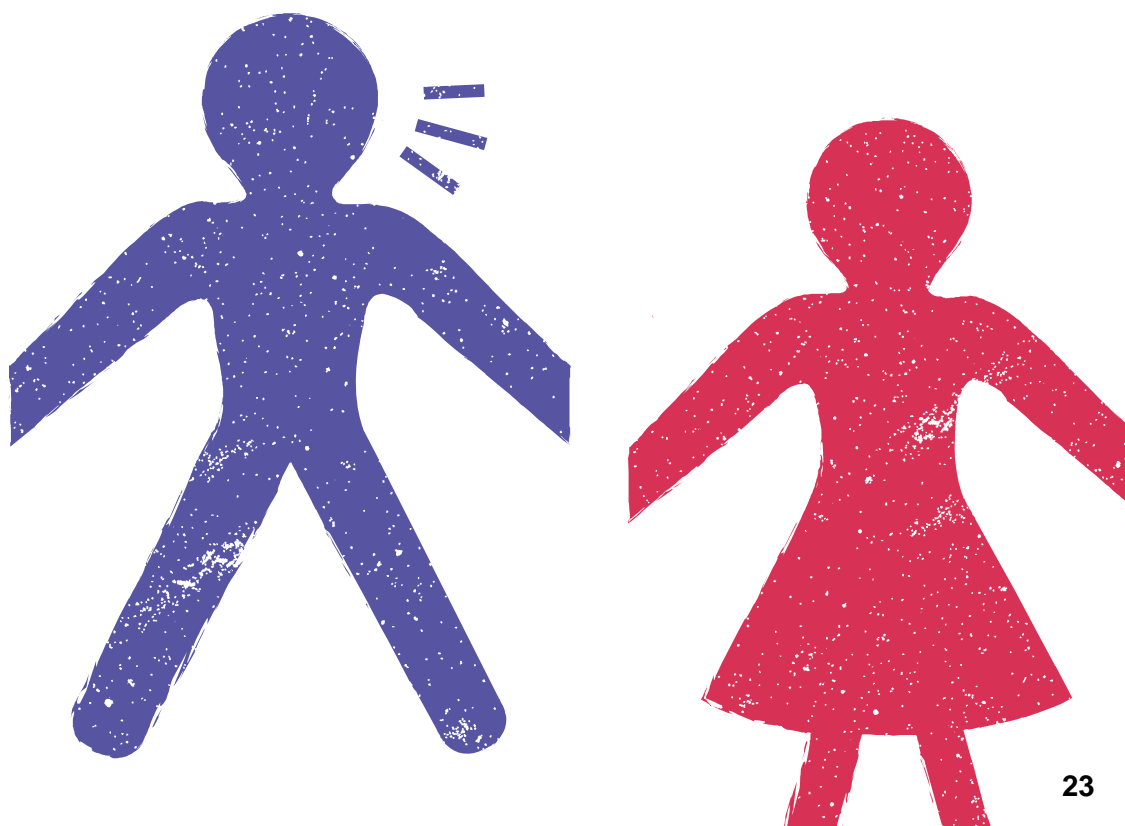
What happens next will depend on the circumstances of the case in question, and what the student decides to do. Referring students to Student Services for ongoing support will ensure that the student receives the help they need.

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

Relevant policies and procedures

For more information on supporting students who report an incident of sexual violence, visit the Staff hub: <https://www.liverpool.ac.uk/studentsupport/staff-hub/>

University Conduct and Discipline webpages: <https://www.liverpool.ac.uk/student-administration/policies-procedures/conduct-discipline/#:~:text=University%20of%20Liverpool%20students%20are,work%20in%20a%20safe%20environment>



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Victims of crime

What should you look out for?

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

What should you do?

Your response will depend when the crime took place. Identify if there is any immediate risk to the student or others. In emergencies, where the alleged assailant is still in the vicinity and an imminent risk to either the student or to others, or the student has any injury serious enough to require immediate medical attention, call Campus Support on 2222 if on campus. You can also phone 999 but inform Campus Support of the incident as soon as you can. If the incident is off-campus, contact 999 or local emergency services.

If there is no immediate risk, but the crime has just taken place on campus, call Campus Support on **0151 794 3252**

Recent Crimes

Firstly, identify whether the student has reported the crime to the police or not. We suggest that you help the student access the support available:

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

Historical

Firstly, identify whether the student has reported the crime to the police or not. We suggest that you help the student access the support available:

- Make sure that the student has the telephone numbers for Campus Support **0151 794 3252** or **0151 794 2222** in an emergency, and suggest to the student that they talk to Wellbeing Advice & Guidance who will be able to discuss pastoral and practical support for the student and also put them in contact with the University Police Liaison Officer (should the student wish to speak to them), After experiencing a crime, people can be affected in different ways:
- If the student would like to talk to someone about their experience, the incident is having an effect on the student's mental health, needs information on the support available to them, or you feel it would be beneficial, refer the student to Wellbeing Advice & Guidance at advice@liverpool.ac.uk or suggest that the student complete submit a named report to **Report + Support** <https://reportandsupport.liverpool.ac.uk/> so that a Wellbeing Adviser can contact them.

What happens next?

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

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

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

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

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

For additional information please visit the University's Keeping Safe webpages:

<https://news.liverpool.ac.uk/2022/09/27/staying-safe-in-the-city-2/>

If you are supporting an international student additional information can be found on the International Advice and Guidance webpages:

<https://www.liverpool.ac.uk/studentssupport/visas-and-immigration/welcome-week/safety-and-security/>

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Accused of a crime or disciplinary offence

What should you look out for?

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

What should you do?

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

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

In all other circumstances:

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

Students who have been accused of an offence can access advice and guidance from Student Services and the Guild of Students' Advice Service, both of whom can advise on options and, where required. Student Services can provide pastoral support and the Guild can support the student through disciplinary or criminal proceedings.

Advise students to contact Wellbeing Advice & Guidance on 0151 795 1000 or advice@liverpool.ac.uk. They can also book to see an Advisor via the Student Hub at <https://www.liverpool.ac.uk/studentsupport/book-an-appointment/>. If the student consents, you can contact Wellbeing Advice & Guidance yourself and the team will arrange to see the student as soon as possible. If the student would prefer independent advice from the Guild of Students, they can be contacted at 0151 794 6868 or guildadvice@liverpool.ac.uk.

What happens next?

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

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

Relevant policies and procedures

Student Conduct Policy:

<https://www.liverpool.ac.uk/study/undergraduate/results/pre-clearing-apply/media/livacuk/student-administration/sas/studentadministration/studentconductcomplaintsandcomplianceteam/studentconductpolicy.pdf>

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Problems on Placements or whilst studying abroad

There are a range of different placement and study abroad activities a student could be involved with. This section covers all activity where the student is away from the University campus without University staff. Inbound students can access University of Liverpool services in the same way as other students.

What should you look out for?

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

What should you do?

For Study Abroad students, Global Opportunities can be contacted in the first instance and if they are unable to resolve the situation, Wellbeing Advice & Guidance can be contacted by either Global Opportunities or the student. Global Opportunities can be emailed at saenq@liv.ac.uk. Outbound students can also contact one of our Global Opportunities Academic Advisors.

If you are the assigned link member of staff and are unable to advise/resolve or need further advice, please contact Wellbeing Advice & Guidance: advice@liverpool.ac.uk or phone **0151 795 1000** and ask to speak to a member of the team.

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

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

What happens next?

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

You can find out more about Global Opportunities on their webpages: <https://www.liverpool.ac.uk/global-opportunities/>



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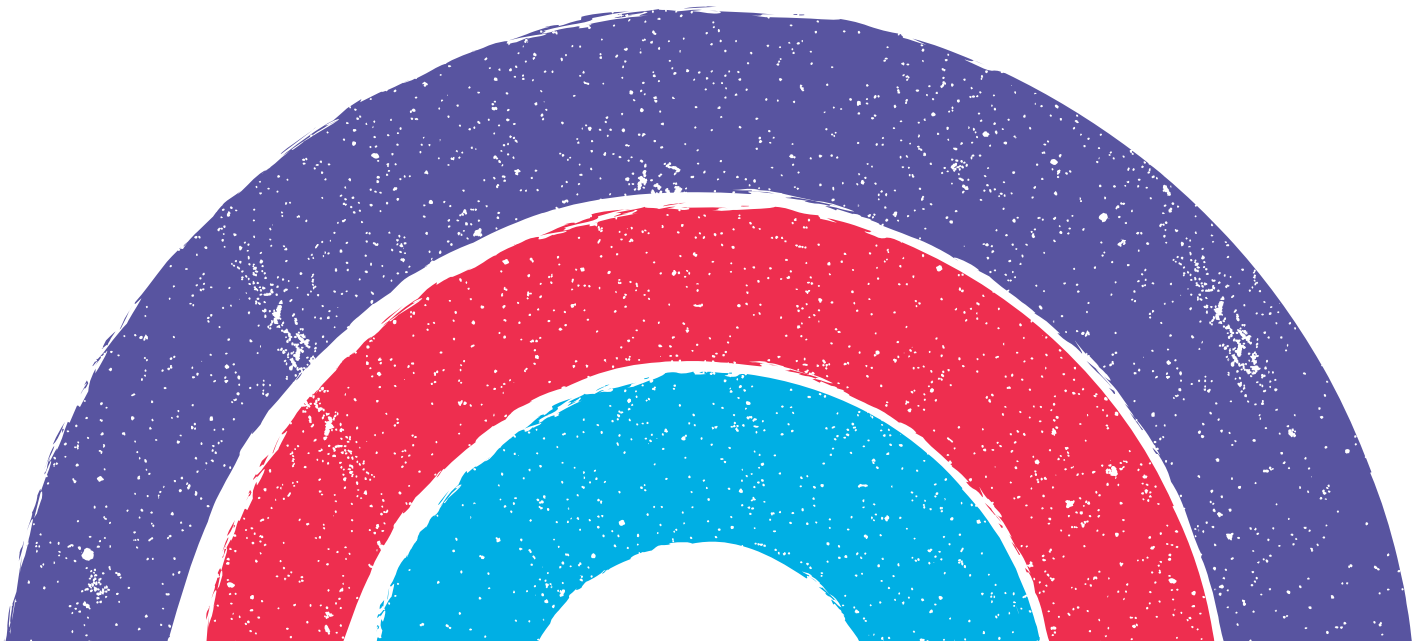
Sexual Orientation and gender equality

What should you look out for?

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

What should you do?

Students may just want you to understand and to accept them for who they are. If you feel comfortable, you can discuss issues of sexuality and gender identity with the student yourself. There is more information available about sexuality and gender identity on the Diversity and Equality website <https://www.liverpool.ac.uk/hr/diversityandequality/> The Guild of Students has a LGBT+ society, which is a great way for students to meet other LGBT students and find out more about LGBT issues. To find out more about all Guild societies please go to the Guild of Liverpool Society webpage <https://www.liverpoolguild.org/opportunities/societies/> or the student can email lgbt@liverpool.ac.uk Postgraduate students can also join the Staff & Postgrad LGBT Network: <https://www.liverpool.ac.uk/lgbt/intranet/> Another source of useful information is the national charity Stonewall: www.stonewall.org.uk



Students who are distressed or need advice can contact the Wellbeing Advice & Guidance team (advice@liverpool.ac.uk / 0151795 1000). The Guild Advice Centre (guildadvice@liv.ac.uk) can also provide independent advice to students. If a student is being bullied or harassed because of their sexuality or gender identity, they may wish to submit a report to <https://reportandsupport.liverpool.ac.uk/> You can read more about this in section 12. If a student is estranged from their family because of their sexuality or gender identity, and is experiencing financial difficulties as a result, they may wish to speak with Wellbeing Advice and Guidance (advice@liverpool.ac.uk / 0151 795 1000).

What happens next?

After the student contacts Student Services, a Wellbeing Advisor will meet with the student to discuss their ongoing support needs. Where a student is looking to transition from one gender to another, Student Services staff can advise the student on how to go about this and may refer them to local specialist services such as the Merseycare Trans Support Service, visit: <https://www.merseycare.nhs.uk/our-services/liverpool/trans-support-service-tss#:~:text=Or%20you%20can%20call%20us,our%20therapists%20to%20contact%20you.>

Where a student is experiencing financial difficulties as a result of estrangement from their family, the Money Advice and Guidance team will advise the student on their options, and may support them to access the University's Hardship Fund <https://www.liverpool.ac.uk/student-support/money-advice/university-hardship-fund/>

Relevant policies and procedures

For more information about what constitutes discrimination, victimisation, bullying and harassment, and the University's policies and procedures in relation to these, please visit:

<https://www.liverpool.ac.uk/hr/diversityandequality/policies/>

What should you look out for?

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

International students who are pregnant or are planning a pregnancy may not have considered suspending studies, may not be aware of how the UK health system works and may not have planned ahead for costly childcare expenses in the UK.

Students sometimes plan for their parents to join them to look after the baby however family members are not able to obtain visas to come to the UK for the purpose of caring for a child. Most airlines will not allow pregnant women to travel after week 36 of pregnancy, or week 32 if pregnant with twins or multiples, so students must make sure to plan ahead so they can return home, if necessary, before this time.

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

What should you do?

Pregnancy

Once a student discloses that they are pregnant you should try to establish a few details to help advise the student on their options with regard to their academic study. We advise that a full risk assessment is conducted as quickly as possible. This is especially important for lab-based studies or if a student is intending to start a placement during the pregnancy. More information can be found in the University policy: Student, Maternity, Support, and, Adoption, Policy, (Family, Friendly, Policy), FV, Mar, 22, pdf (liverpool.ac.uk)

Expected due date should be established so that you can give advice on what the student needs to consider regarding their academic progress. You will need to discuss key assessments and examination periods. If the student wishes to discuss the pregnancy with someone outside of the academic department please refer the student to Wellbeing Advice & Guidance who will advise the student. Any discussions or agreed changes to attendance should be recorded and agreed with the student.

Please check that the student is receiving appropriate medical care and that they are registered with a GP. If they are not registered with a GP they should register as soon as possible, Brownlow Group Practice has a base on campus. If the student is a patient of Brownlow Group Practice refer them to them if they haven't yet had the pregnancy confirmed. See here for Brownlow website. <https://www.brownlowhealth.co.uk/> Equally if they haven't yet decided if they wish to continue with a pregnancy please encourage them to speak to their GP as soon as possible.

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

UK students should be advised to contact Money Advice and Guidance to discuss any impact on their statutory funding and possible entitlement to welfare benefits at money@liverpool.ac.uk or 0151 795 1000

International students who are pregnant or are planning a pregnancy should contact International Advice and Guidance as early as possible to discuss how the pregnancy and having a baby may affect their visa and their studies (iagteam@liverpool.ac.uk / 0151 795 1000).

Paternity

Requests for paternity leave should always be considered. Academic progress and requirements of the programme should be discussed before an agreement for leave is approved. If agreement cannot be reached please contact Wellbeing Advice & Guidance for additional assistance. Paternity Leave is available to eligible Postgraduate Research students. Paternity leave for those on Postgraduate Research programmes permits the individual to take up to 10 days leave on full stipend. Paternity leave must be taken in blocks of not less than one week. The funding end date should be extended to cover this period of absence.

What happens next?

Students can get further help and support from Wellbeing Advice & Guidance who can help with registering with a GP, finding suitable childcare and advising on the University policy for pregnant students. Contact Wellbeing Advice & Guidance on advice@liverpool.ac.uk / 0151 795 1000.

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

International Advice and Guidance can offer advice on childcare, schooling, children's centres and local playgroups as well as contacting other international families and visa advice for dependents. Contact IAG on iagteam@liverpool.ac.uk / 0151 795 1000.

Relevant policies and procedures

Student Maternity, Maternity Support and Adoption Policy:

[https://www.liverpool.ac.uk/media/livacuk/student-support/adviceandguidance/Student,Maternity,Support,and,Adoption,Policy,\(Family,Friendly,Policy\),FV,Mar,22.pdf](https://www.liverpool.ac.uk/media/livacuk/student-support/adviceandguidance/Student,Maternity,Support,and,Adoption,Policy,(Family,Friendly,Policy),FV,Mar,22.pdf)

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Safeguarding (including radicalisation)

What should you look out for?

Children, young people and vulnerable adults

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

Radicalisation

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

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

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

What should you do?

If you are concerned about a child, young person or vulnerable adult you should contact the Designated Safeguarding Contact for your area. If you receive a disclosure of abuse or risk of abuse from a child, young person or vulnerable adult you should not attempt to investigate or interview them. You should listen, be calm and reassuring, and inform them that you must pass the information on to the Designated Safeguarding Contact. If you are concerned that a student may be at risk of radicalisation, you should speak to your Head of Department, Hall Warden or the Designated Safeguarding Contact about your concerns. If they need further advice they will talk to the University Safeguarding Coordinator.

Designated Safeguarding Contacts are listed in the Policy on the Safeguarding of Children, Young People and Vulnerable Adults, Appendix Six:

<https://www.liverpool.ac.uk/studentssupport/staff-hub/safeguarding/>

Alternatively, you can contact the University Safeguarding Coordinator directly, Dr. Paula Harrison at paula.harrison@liverpool.ac.uk or the Deputy Safeguarding Coordinator Julia Purvis at Julia.purvis@liverpool.ac.uk

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

u18enq@liverpool.ac.uk or iagteam@liverpool.ac.uk

You can also call 0151 795 1000

What happens next?

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

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

Relevant policies and procedures

Policy on the Safeguarding of Children, Young People and Vulnerable Adults:

<https://www.liverpool.ac.uk/studentssupport/staff-hub/safeguarding/>

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When A Student Has Died

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

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

What should you do?

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

- Call Campus Support on 0151 794 2222
- Please do not move anything at the scene.
- Arrange for any witnesses or friends of the deceased to be taken to an area away from the scene where they can wait for the emergency services to arrive.
- Campus Support will advise you on next steps.

If a parent, family or family friend informs you that a student has died off campus Call Student Services on 0151 795 1000

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

What happens next?

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

- Campus Support will inform the Director of Student Administration and Support of the incident to initiate the University's formal response and will liaise with emergency services as appropriate
- The Director of Student Administration and Support will co-ordinate support services to assist with staff and students who may have been affected
- The Director of Student Administration and Support will co-ordinate a response to the next of kin.
- Student Services will support students who require any assistance, this may include organising a visit to the academic department or halls to meet bereaved friends either individually or as a group. Arrangements can also be made to support students who wish to contact a particular faith or religion
- Student Services will offer a debrief session for any staff affected by the incident within 24-48 working hours
- Student Services will work with the academic School and Guild of students and/or halls to offer support with arrangements for students attending the funeral, organising a memorial or other event to remember the life of their deceased friend
- If the student was an international student, International Advice and Guidance will provide specialist advice to the family

To contact Student Services you can email:

advice@liverpool.ac.uk or phone 0151 795 1000

What should you look out for?

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

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

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

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

What should you do?

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

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

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

In situations where there is not an immediate risk but there is reason for significant concern, staff are advised to contact Wellbeing Advice & Guidance during office hours on 0151 795 1000 or if is out of hours you can email at advice@liverpool.ac.uk

What happens next?

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

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

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Immediate risk and crisis situations

What should you look out for?

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

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

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

What should you do?

On campus, including within University accommodation

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

All other concerns including violence, aggressive or unpredictable behaviour should be reported to Campus Support on 0151 794 2222 in an emergency. If there is no immediate danger but support is required please call Campus Support on 0151 794 3252.

During office hours, and if safe to do so, you should inform Wellbeing Advice & Guidance of the incident as soon as the immediate risk has been removed. Call 0151 795 1000.

What happens next?

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

It is important that Campus Support are alerted to any situations to co-ordinate the response. This is crucial to ensure access to car parks and buildings for the emergency services is as easy as possible or call 999 direct yourself. If you do call emergency services directly please inform Campus Support as soon as you can.

Off campus

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

If a student is in immediate risk whilst overseas, advise them to contact local emergency services immediately.

Ask them to contact the University again as soon as they are safe.

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Key contacts and policies

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

Student Services

Main Reception: 0151 795 1000

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

Wellbeing Advice & Guidance:

advice@liverpool.ac.uk

Mental Health Advisory Service:

MentalHealthAdvisoryService@liverpool.ac.uk

Disability Advice and Guidance:

disteam@liverpool.ac.uk

International Advice and Guidance:

iagteam@liverpool.ac.uk

Money Advice and Guidance: money@liverpool.ac.uk

Counselling Service: 0151 794 3304 /

counserv@liverpool.ac.uk

Guild Advice Service

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

Reception: 0151 794 6868 / guildadvice@liv.ac.uk

Website

www.guildofstudents.com/support/guildadvice/

Student Health

Brownlow Centre: 0151 285 4578

Website www.brownlowhealth.co.uk/

Campus Support

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

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

Employee Assistance Programme

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

Tel: 0800 358 48 58

If you are outside of the UK telephone:

+44 141 271 7179

<https://staff.liverpool.ac.uk/our-workplace-and-community/support-and-development/employee-assistance-programme/>

Further Information

All student support-related information including the Staff Hub can be found at:

<https://www.liverpool.ac.uk/studentsupport/>



