

Section 24 Case Consultation: policy and procedures

24.1 Purpose of the Case Consultation procedure

- 24.1.1 The purpose of a Case Consultation is to identify and secure the implementation of measures to support a student, whilst formally noting concerns about the student's performance, or programme participation.
- 24.1.2 A Case Consultation is the first stage of the formal monitoring process where student performance or programme participation becomes a cause for concern. Where necessary this may be followed up by additional Case Consultations, or a Standards Review or Fitness to Study meeting.

24.2 Scope

- 24.2.1 This policy applies to students enrolled on programmes for assessments delivered in whole by the University.
- 24.2.2 The equivalent procedure to be followed in relation to programmes delivered by a franchise partner institution (franchise provision) or by a validated partner organisation (validated provision) will be set out in the student's handbook or other programme documentation provided by the validated partner. Students and partners should follow those procedures.

24.3 Membership of a Case Consultation Panel

- 24.3.1 The membership of the Panel is as follows:
- Programme/Course Lead / Associate Head (Chair)
 - Academic Tutor
 - Administrative support

24.4 Case Consultation meeting procedures

- 24.4.1 At least **three working days** before the meeting the student will receive an email to their university email address setting out the reasons for convening the meeting and informing the student of the date, time and venue of the meeting.
- 24.4.2 The student may choose to bring a supporter with them to provide support, but not to speak on their behalf. The student may find it helpful to ask a representative from the Students' Union to be their supporter, but it can also be, for example, a friend or relative. The student will be asked to provide the name and capacity in which the supporter is attending in advance. Should the student's supporter behave inappropriately at any point during the oral examination or the following procedures, they will be asked to withdraw.
- 24.4.3 The meeting will discuss the student's performance on the programme and raise any other concerns that have arisen. This may include relevant reports from academic staff.
- 24.4.4 The student will have the opportunity to respond to the concerns raised.
- 24.4.5 Recommendations of the panel will normally be given at the meeting where possible.
- 24.4.6 Case Consultation meetings, including the resulting recommendations will always be minuted; draft minutes are normally approved **within three working days** and the minutes are normally published **within five working days**. The student will receive a copy of the minutes of the meeting which will be emailed to their university email address; the minutes will be placed on the student's e:Vision record.

24.5 Outcomes of a Case Consultation

- 24.5.1 The Case Consultation may identify:
- a) An action plan, noting specific actions to be taken by specific dates. This will be agreed at the meeting and the student will receive a copy of this after the meeting.
 - b) An action plan for the completion of work, adhering to submitting by published deadlines.
 - c) Specific requirements regarding attendance and participation.
 - d) Opportunities for the student to access support.
 - e) Other measures which the panel deems appropriate.
 - f) If the meeting is called due to lack of attendance and engagement issues, and the student does not attend the Case Consultation meeting, the School may follow the *Presumed Withdrawal* process (see section below).

24.6 Presumed withdrawal process

- 24.6.1 If the University has reason to believe that a student has not been attending, the Associate Head and/or the School Administration Unit may recommend to Registry that the student is withdrawn using the 'Notification of Presumed Withdrawal' form.
- 24.6.2 Registry will contact the student to ascertain their intentions giving a deadline by which to respond (normally **three weeks** from the date of the letter).
- 24.6.3 If the student does not reply within the specified time period, the student will be deemed to have withdrawn and the student's enrolment will end.
- 24.6.4 If the student responds to confirm that they do intend to carry on with their studies, the School must invite the student to attend a Standards Review meeting to discuss their lack of attendance.

24.7 Following a Case Consultation

- 24.7.1 Where specific outcomes identified within the action plan and/or minutes have not been met, or where concerns continue in relation to the student's performance or programme engagement, the student may be called to attend a further Case Consultation.
- 24.7.2 Where there is a risk that the student may be unable to complete the programme, or other serious concerns are raised the student will be invited to attend a Standards Review or Fitness to Study meeting (refer to **section 25** and **section 26**).