

APPENDIX B

Canterbury Christ Church University Cause for Care and Concern (C4C&C)

Canterbury Christ Church University is concerned for the welfare of its students. To ensure that appropriate advice and support is offered to students in a timely manner, the C4C&C procedure should be applied for all students to whom there is a cause for care and concern and should be triggered at the earliest opportunity.

Canterbury Christ Church University is committed to the fair and equitable treatment of all its students in respect of every aspect of its provision and to the promotion of their emotional wellbeing. The University owes to each of its students a duty to take reasonable care for the well-being and health and safety of those students and seeks to provide an accessible environment and promote a supportive culture for students experiencing a variety of challenges and difficulties. The University will actively seek to support such students at all stages of the student journey and expects all staff to act in accordance with the good practice set out in this guidance.

In addition the University also has a legal duty to monitor attendance within immigration guidelines and other statutory requirements (HEFCE, NHS, ITT, etc).

Procedures for Student Absence

Student absence should be handled through the procedures set out in the Attendance Policy. However, if having been invited to meet with their Programme Director or Head of School, the student fails to attend and this raises a cause for care and concern e.g. there is a concern for the student's welfare, or they do attend and it transpires that they would benefit from further advice and support, they should be referred to Student Support, Health and Wellbeing (SSH&WB) using the C4C&C procedures. Clearly, the earlier SSH&WB can intervene and support absent students in re attending, the more likely it is that re-integration with studies will succeed.

It is vital that there is written communication with all students, in order to give the student the opportunity to re-engage with their programme and to notify them of the implications if they do not do so (see attached for guidance). Departments may supplement this as they wish but are advised to keep a record of such written communication, in addition to any telephone or face-to-face contact.

Departments should use the appropriate C4C&C form to inform SH&WB of their concern so that they can also initiate their procedures to contact the student. If necessary, students will be advised how to submit extenuating circumstances requests as required.

1. C4C&C referral due to wellbeing concern

If the C4C&C referral is as a result of a wellbeing concern, SSH&WB will contact the student and provide advice, guidance and support as necessary. SSH&WB will communicate the outcome to the referring Department and provide recommendations regarding support and reasonable adjustments if necessary.

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2. C4C&C referral due to absence of any student for 10 consecutive expected learning contacts

As soon as any student has been absent for 10 consecutive expected learning contacts, they should be referred through the Cause for Care and Concern Procedure using the appropriate C4C&C form for 10 consecutive absences. The procedure is initiated by the Programme Director or the Head of Department completing the C4C&C pro forma and emailing it to studentwellbeing@canterbury.ac.uk.

This form, together with other referral forms, is available from SSH&WB at: <http://www.canterbury.ac.uk/support/student-support-services/staff/guidance-procedures/index.asp> , under the section for 'Referral Procedures'.

3. C4C&C referral due to absence of a student on a Tier 4 visa.

Students with a Tier 4 visa should be referred to SSH&WB as early as possible but no later than a minimum of 7 consecutive expected learning contacts absence. In the event of non-explained absences by Tier 4 students, SSH&WB will refer the case to the Immigration Compliance Office who will follow up with the student as appropriate.

Depending on the outcome of the investigations, the Director of Academic Administration (& Academic Registrar) may change the student's status to 'withdrawn' and inform the Immigration authorities as appropriate.

The following flowchart illustrates the C4C&C procedure used within Student Support, Health & Wellbeing.

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CAUSE FOR CARE AND CONCERN (ATTENDANCE)

These procedures are to be used for all C4C&C referrals, whether made for welfare concerns or attendance issues. Their purpose is to streamline the process, to ensure that referrals are dealt with quickly and by the most appropriate person, and that there is sufficient feedback to the person making the referral to let them know the matter is being dealt with.

