



## QUALITY ASSURANCE DOCUMENT QA 72 – CAUSE FOR CONCERN PROCEDURE

### Introduction

The Cause for Concern Procedure is formed to provide clear guidance on appropriate actions if a member of staff is concerned about the wellbeing or behaviour of a student. Where concerns arise around the impact on a student's academic engagement due to health, wellbeing, conduct, safety or vulnerability issues, the Cause for Concern Procedure should be implemented. Where concerns relate to achievement, attendance, falling grades or academic misconduct, the issue should be referred to other relevant policies and procedures.

The University has a legal duty to provide a safe environment and to minimise the exposure of staff and students to acts of violence and terrorism. A key element of the Prevent strategy is to encourage institutions and sectors, including higher education (HE), to address risks of radicalisation. The Counter-Terrorism and Security Act 2015 (the Act) introduced a package of measures aimed at countering the risk of terrorism and radicalisation and to have 'due regard to the need to prevent people from being drawn into terrorism'. The Cause for Concern Procedure provides a route of raising a Prevent related concern.

### Procedure

There are three stages to Cause for Concern Procedure, which acts as a triage to signpost to the most relevant Policy within the University.

#### Stage 1 – Define the concern and urgency

If a concern is raised about the actions or behaviour of a student, referral process is determined by the nature of the concern (wellbeing, conduct, or safety). The member of staff should make a note of the concern and proceed to Stage 2 of the procedure.

If the situation is urgent, staff should contact:

| <b>Blended Learning Study Centres</b> |                                   |
|---------------------------------------|-----------------------------------|
| First Aid                             | Designated First Aider            |
| Security                              | Head of Centre Operations         |
| Critical Emergency                    | External Emergency Services (999) |

If a member of staff is unsure about who to contact, they should contact the Safeguarding Officer:

| <b>Distance Learning</b>                  |
|---|
| Distance Learning Student Support Manager |

#### Stage 2 – Referral and Decision Process

For concerns that relate to health or wellbeing, the staff member should seek advice from one of the following:

| <b>Name</b> | <b>Job Title</b> | <b>Extension</b> | <b>Email</b> |
|-------------|------------------|------------------|--------------|
|-------------|------------------|------------------|--------------|

QA 72 Cause for Concern Procedure

Version 1.1

August 2021



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|------------------|--------------------------------|-----|--|
| Debbie Groom     | Head of Centre Operations      | 436 | <a href="mailto:dgroom@arden.ac.uk">dgroom@arden.ac.uk</a>       |
| Carly Foster     | Head of Student Success        | TBC | TBC  |
| Suzanne Mitchell | Director of Student Experience | 356 | <a href="mailto:smitchell@arden.ac.uk">smitchell@arden.ac.uk</a> |

The named contact will gather information, brief senior staff and take the decision to proceed to stage 3 and to follow either the:

- Fitness to Study Policy;
- Student Disciplinary Procedure;
- Or decide that no further action is required.

If the concern relates to non-academic misconduct the following members of staff should be contacted:

| Name             | Job Title   | Extension | Email  |
|------------------|---|-----------|--|
| Debbie Groom     | Head of Centre Operations (Manchester and Birmingham) | 436       | <a href="mailto:dgroom@arden.ac.uk">dgroom@arden.ac.uk</a>           |
| James McConville | Head of Centre Operations (Tower Hill and Ealing)     | 328       | <a href="mailto:JMcConville@arden.ac.uk">JMcConville@arden.ac.uk</a> |
| Simon Garbutt    | Head of Centre Operations (Holborn)                   | 349       | <a href="mailto:sgarbutt@arden.ac.uk">sgarbutt@arden.ac.uk</a>       |
| Suzanne Mitchell | Director of Student Experience                        | 356       | <a href="mailto:smitchell@arden.ac.uk">smitchell@arden.ac.uk</a>     |

The named contact will investigate the incident which led to the concern, brief senior staff and take the decision to proceed to stage 3 and follow either the:

- Student Disciplinary Procedure;
- Fitness to Study Policy;
- Or decide that no further action is required.

If the concern relates to safeguarding the staff member should contact one of the following safeguarding officers for advice:

| Named Officer            | Role                          | Extension  | E-mail   |
|--------------------------|-------------------------------|------------|--|
| Kim Roddis<br>Helen Duff | DL Safeguarding Officers      | 206<br>323 | <a href="mailto:kroddis@arden.ac.uk">kroddis@arden.ac.uk</a><br><a href="mailto:hduff@arden.ac.uk">hduff@arden.ac.uk</a> |
| Ravi Bakshi              | Ealing Safeguarding Officer   | 404        | <a href="mailto:rbakshi@arden.ac.uk">rbakshi@arden.ac.uk</a>   |
| Debbie Groom             | Holborn Safeguarding Officers | 436        | <a href="mailto:dgroom@arden.ac.uk">dgroom@arden.ac.uk</a>   |



|                          |                                  |     |  |
|--------------------------|----------------------------------|-----|--|
| Keisha Gayle             | Tower Hill Safeguarding Officers | 420 | <a href="mailto:kgayle@arden.ac.uk">kgayle@arden.ac.uk</a>       |
| Tony Nkhoma              | Tower Hill Safeguarding Officers | 417 | <a href="mailto:tnkhoma@arden.ac.uk">tnkhoma@arden.ac.uk</a>     |
| Candise Phillips-Lamonth | Birmingham Safeguarding Officer  | 427 | <a href="mailto:cplamonth@arden.ac.uk">cplamonth@arden.ac.uk</a> |
| Debbie Groom             | Manchester Safeguarding Officer  | 436 | <a href="mailto:dgroom@arden.ac.uk">dgroom@arden.ac.uk</a>       |

The Safeguarding Officer will make an assessment, brief senior staff, and take the decision to proceed to Stage 3, Safeguarding Procedure, or take no further action.

If the concern relates to the **Prevent Duty** the staff member should contact one of the following safeguarding officers for advice:

| Named Officer | Job Title | Extension | Email  |
|---------------|-----------|-----------|--|
| Steve Clayton | Registrar | 364       | <a href="mailto:sclayton@arden.ac.uk">sclayton@arden.ac.uk</a> |

The named officer will gather information prior to external referral at stage 3 though the Safeguarding Policy/Procedure.

### Stage 3

If the concern relates to health, wellbeing or non-academic misconduct then stage 3 of the Cause for Concern Procedure is the Fitness to Study Policy, or the Student Disciplinary Procedure as determined at stage 2. If the concern relates to safeguarding, the Safeguarding Policy/Procedure may be followed.

If the concern relates to Prevent, the procedure will require external referral to either: the Local Authority Prevent Coordinator; or the Department of Business, innovation and Skills FE/HE Prevent Coordinator who will decide whether or not to forward the concern to Prevent Case Management.

Each University Policy has an appeal option and a return to study option.

|                         |   |
|-------------------------|---|
| Policy Name:            | Cause for Concern Procedure   |
| Policy Reference:       | QA72  |
| Approval Authority:     | Quality & Standards Committee   |
| Last Approved:          | August 2021   |
| Responsible SMT Lead:   | Director of Student Experience  |
| Responsible Department: | Student Experience  |
| Policy Contact:         | Caroline Pike, Inclusion Services Manager<br>( <a href="mailto:cpike@arden.ac.uk">cpike@arden.ac.uk</a> ) |
| Review Frequency:       | 3 years   |