



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 welfare or conduct of a student, or where there are concerns relating to a safeguarding issue or prevent. Where concerns relate to achievement, attendance, falling grades or academic misconduct, the issue should be referred to the Head of Centre.

Welfare: includes concerns in relation to a student’s health, financial wellbeing and general wellbeing including any safeguarding concerns.

Conduct: includes disruptive or unacceptable behaviour which impacts on other students and Arden staff.

Safeguarding and prevent: includes a situation where a student, staff member or member of the public is in immediate danger from harm. [Safeguarding and prevent policy](#)

Procedure

There are three stages to the Cause for Concern Procedure, NB: All safeguarding and prevent concerns will be dealt with on the day they are referred.

Stage 1 – For Urgent concerns only

If the situation is urgent, in the first instance the staff member should contact:

Blended Learning Study Centres	
First Aid	Designated First Aider
Security	Head of Centre Operations
Safeguarding or prevent concern	Report a Safeguarding concern on Safeguarding - Home (sharepoint.com)
Critical Emergency	External Emergency Services (999)

Distance Learning	
Safeguarding or prevent concern	Report a Safeguarding concern on Safeguarding - Home (sharepoint.com)

If a member of staff is unsure about who to contact, they should in the first instance contact the Head of Centre operations for BL students or for DL students the Student Success Manager:

Head of Centre London (Holborn, Ealing & Tower Hill)	Mimie Hollist (mhollist@arden.ac.uk) Sophia Gordon (sgordon@arden.ac.uk)
Head of Centre Manchester & Leeds	Aidan Slinn (aslinn@arden.ac.uk) Head of Centre Operations)

Head of Centre Birmingham	Sophie Taylor (sotaylor@arden.ac.uk)
Student Success Manager	Kim Roddis (kroddis@arden.ac.uk)

Stage 2 – Referrals for welfare and student conduct

Welfare concerns including finances, health and wellbeing and disability should be referred to the following teams:

Concern	Job title/Team	Referral method
Welfare concerns including financial support	Inclusion advisers (Welfare)	Inclusion@arden.ac.uk
Mental health concerns	Inclusion advisers (Mental Health)	Inclusion@arden.ac.uk
Physical health concerns and disability	Inclusion advisers (disability)	Inclusion@arden.ac.uk

For non-academic misconduct including disruptive or unacceptable behaviour which impacts on other students and Arden staff the following steps should be followed depending on if the behaviour is in person or remote (telephone, email, online etc).

If in person:

Step 1 - notify the individual that their behaviour "namely [describe the behaviour] is unacceptable and will not be tolerated and could be considered Misconduct under the Student Code of Conduct".

Step 2 - If the unacceptable behaviour continues, the staff member should ask the individual to leave the room/premises immediately. If the individual refuses and the situation escalates further, staff should immediately seek assistance from the Head of Centre or the Centre Manager where the [student disciplinary procedure](#) will be followed.

If remote:

Step 1 - notify the individual that their behaviour "namely [describe the behaviour] is unacceptable and will not be tolerated and could be considered Misconduct under the Student Code of Conduct".

Step 2 - If the unacceptable behaviour continues, the staff member should advise the individual that the call/conversation will be terminated, and concerns escalated to their manager. Staff members should escalate or ask for assistance immediately either during a call, when in receipt of an email or when posted to online platforms. The student ID will be noted and the [student disciplinary procedure](#) will be followed.

Additional information and support for staff is summarised below.

Dealing with Unacceptable Behaviour

Staff at Arden University have been on occasion subject to verbal abuse, rude comments, aggressive behaviour over the phone, via email and in person which will not be tolerated. Below are the steps you should follow in any situation where you feel uncomfortable or unsafe.
Please refer to these 2 guides.

Verbal abuse / rude comments/ aggression (remote) – telephone, email/online platforms

Verbal abuse / rude comments/ aggression (in person)

Document / Evidence

Step 1

Notify the individual that their behaviour “namely [describe the behaviour] is unacceptable and will not be tolerated and could be considered Misconduct under the Student Code of Conduct, section 4c as follows:
4.c - If your behaviour is violent, indecent, disorderly, threatening or offensive, or if you use this kind of language within our online systems, on our premises or while involved in any activity linked to the University.

Step 1

Notify the individual that their behaviour “namely [describe the behaviour] is unacceptable and will not be tolerated and could be considered Misconduct under the Student Code of Conduct, section 4c as follows:
4.c - If your behaviour is violent, indecent, disorderly, threatening or offensive, or if you use this kind of language within our online systems, on our premises or while involved in any activity linked to the University.

In all cases of unacceptable behaviour all staff involved in an incident should write a statement including, date, location, incident, outcome to their line manager. This should be stored on the Student record.

Support for Staff

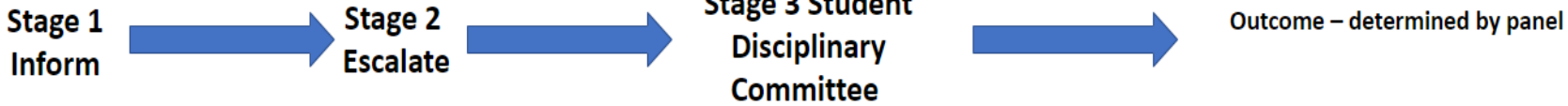
- Supervision Support (internal trained counsellor) – offered monthly – safe space to talk about these situations, how they make you feel available in groups or 121’s can be arranged.
- Employee Assistance Programme – details on intranet
- Togetherall – not just for students but also for staff
 - Your line manager

Step 2

If the unacceptable behaviour continues, the staff member should advise the individual that the call/conversation will be terminated, and concerns escalated to a manager. Staff members should escalate or ask for assistance immediately either during a call, when in receipt of an email or when posted to online platforms:
Stage 1 – Initial allegation of Misconduct – Student Support Team Leader/Centre Manager
Stage 2 – Subsequent allegation of Misconduct – Head of Centre/Head of School
Stage 3 – Serial offender – Director of Student Experience

Step 2

If the unacceptable behaviour continues, the staff member should ask the individual to leave the room/premises immediately. If the individual refuses and the situation escalates further, staff should immediately seek assistance from the HoC/Centre Manager/Security or in extreme circumstances call the police (Dial 999) for assistance.
Step 1 – Where appropriate student will be suspended pending full investigation
Stage 2 – Student will be invited to attend a Student Discipline Committee hearing
Stage 3 – Outcome – no case/verbal or written warning, further suspension/Expulsion



Head of Centre London (Holborn, Ealing & Tower Hill)	Mimie Hollist (mhollist@arden.ac.uk) Sophia Gordon (sgordon@arden.ac.uk)
Centre Manager Holborn Centre Manager Ealing Centre Manager Tower Hill	Cherelle Mark (cmark@arden.ac.uk) Shani Thomas (sthamas@arden.ac.uk) Ljaureta Krasniqi (lkrasniqi@arden.ac.uk)
Head of Centre Manchester & Leeds	Aidan Slinn (aslinn@arden.ac.uk) Head of Centre Operations)
Centre Manager Manchester Centre Manager Leeds	Becky Appleton (bappleton@arden.ac.uk) Hannah Vaughan-Jones (hvjones@arden.ac.uk)
Head of Centre Birmingham	Sophie Taylor (sotaylor@arden.ac.uk)
Centre Manager Birmingham	Sarah Boles (sboles@arden.ac.uk)
Distance Learning Students Student Success Manager	Kim Roddis (kroddis@arden.ac.uk)

At this stage, where appropriate, support will be provided to mitigate against the cause for concern, where support is not appropriate and or has not been effective the named contact will gather information, brief senior staff and take the decision to proceed to stage 3 to follow either the:

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

Stage 3

If there is still a cause for concerns after stages one and two have been actioned this will trigger progression to:

- Fitness to Study Process
- Student Disciplinary Process

The student will be informed of the decision to progress the concern to one of these processes.

Each University Policy and process 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:	December 2023
Responsible SMT Lead:	Director of Student Experience
Responsible Department:	Student Experience
Policy Contact:	Caroline Pike, Inclusion Services Manager (cpike@arden.ac.uk)
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