

UCLAN: Fitness to Student becomes Support to Study

The university worked in partnership with its Students' Union through a series of staff and student focus groups to review the Fitness to Study process. They found that the name of the policy had negative connotations for students. Furthermore, the policy did not include guidance and there was too much inconsistency in its application. Because of this, the 'stage 1' intervention for low risk or emerging concerns was rarely used, leading to missed opportunities for early intervention.

The new approach, Support to Study [UCLAN Support to Study Policy and Procedure](#), included the following features:

- It was relaunched as a supportive process to combat the perception that it was a punitive, disciplinary process;
- The new process was more student centred, with students' own agency emphasised and seeking support presented as an effective action for students to take;
- The process was clearly set out stage-by-stage, with clear descriptions of the process and possible outcomes;
- The emotional impacts of the processes were considered with regard to the number of people in attendance at meetings, the need to provide ample notice of meetings and to communicate clearly at all stages;
- The process was written in plain English.