MBBS Student Support Pathway

Phase 1 — **Phase 2** — **Phase 3** — **Phase 4**

Phase 1:

Students can raise concerns themselves or a concern can be raised by Clinical Medicine Manager (CMM) Clinical Sciences Manager (CMS) Module/Placement lead (M/PL) Occupational Health (OH) Personal Tutor Lead (PTL) Student Progress & Monitoring Meetings (SPM) Student Support Manager (SSM) Year Coordinator (YC) Year Lead (YL)

→ Inform either CMM, CSM, PTL or SSM

→ Gather all relevant Information & Assess urgency of concern

→ Can be managed within Admin Team

→ Requires further action

Phase 2 column:

Raise Student Concern to MBBS Weekly Welfare Meeting (MWWM)

→ The concern is discussed & if deemed appropriate is added to the active register. Recommendations for support are put into place

→ Appropriate member of the MWWM to enable the recommended support [1] & to feedback outcomes back to MWWM

→ The outcomes of the support offered is reviewed. Decision taken for the case to remain on MWWM active list, move to the monitoring list or to remove as no further concern. All members to be in agreement.

Monthly individual Year meetings with YL, YC, SSM & or CMM, CSM. To discuss students on MWWM active and monitoring list [2]

↕ Support meeting with Student to include YL, YC, CMM/CSM or SSM – YC to arrange meeting and will take notes of the meeting.

→ Consent to be obtained from the student to Share [3] Notes of the meeting & subsequent reports if required *

Requires further action

Requires further action

Phase 3 column:

SSM, CSM or CMM to contact Course Director (CD) / Deputy Course Director (DCD) to discuss student case. Providing clear details [4] Head of Medical Programmes Administration will act in an advisory role.

→ CD / DCD may wish to meet with student to inform on a decision to escalate to Student Progress Monitoring Committee (SPMC) or not.

→ CD / DCD completes referral to SPMC

→ SPMC adds case to register and recommends actions

→ CD / DCD informs SSM of SPMC recommended actions

→ SSM to feed back to CMM & CSM and YL to put into place SPMC recommended actions

Phase 4:

CD / DCD take forward escalated recommended actions with Student Conduct and Compliance (SCC)

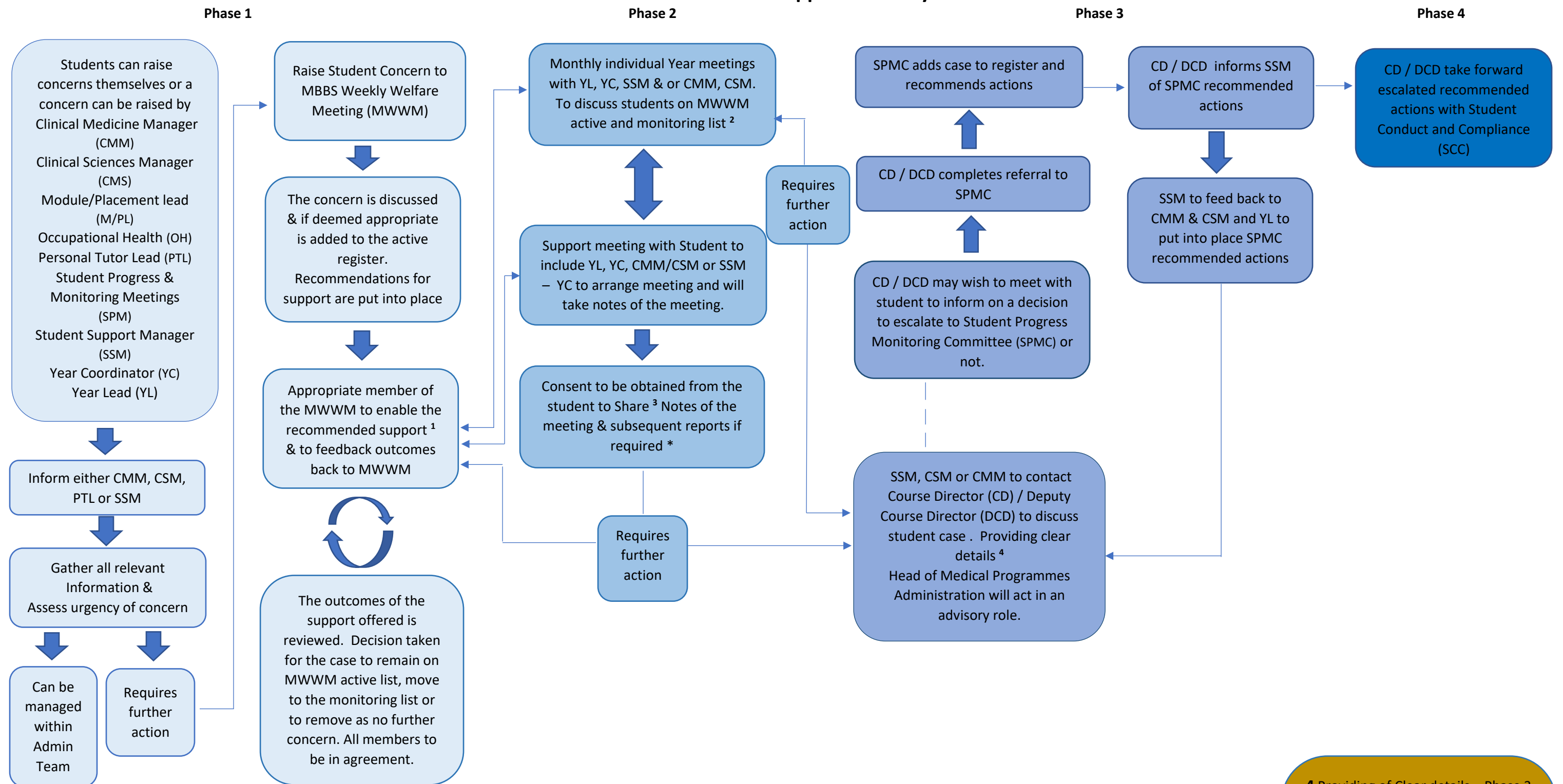**1** Recommended support - Phase 1
- Personal Tutor to reach out
- Student progress meeting with Year Lead & Year Coordinator
- Refer to counselling
- Discuss with Course/Deputy Course Director
- Year Coordinator to reach out
- Speak with Placement Lead
- Refer to disabilities team

2 Recommended Support – Phase 2
- Refer to Occupational Health
- Recommend Interruption of Studies
- Put into place regular meetings with Year Lead and or Year Coordinator
- Offer CTF mentor
- Discuss with Course/Deputy Course Director
- Speak with External support bodies
- Refer to External support bodies

3 Student Share Agreement is with variations, if not all – Phase 2
- Year Coordinator
- Year Lead
- Student support Manager
- Personal Tutor
- Personal Tutor Lead
- Head of Medical Programmes Administration
- Course Director
- Deputy Course Director
- Occupational Health
- Disabilities Team

4 Providing of Clear details – Phase 3
- Summary of case
- Personal tutor summary
- Previous meeting notes - (check share agreement)
- All IOS dates, start, end, re-contact date
- IOS conditions
- OH appt & report dates - (check share agreement)
- OH recommendations
- Does max registration need to be considered
- SGUL Journey- repeating attempts
- Is a SOSN in place

*If a student or others are felt to be at risk of imminent harm, in exceptional circumstances minimum essential information may be shared in the absence of student consent, but consent would always be sought, and the student would always be informed.

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