



UKMC Vulnerable Student Support Policy

Policy Management and Responsibilities

Date	Author	Summary of Changes	Version	Authorised
25/06/2025	Dr Razia	New institutional policy for undergraduate vulnerable student	1.2	Academic Board
Policy Owner	The policy is owned by the Head of Wellbeing, and overseen by the Student Experience Committee. Day-to-day implementation and communication responsibilities are delegated to Registrar, Academic Services, and Wellbeing team.			
Assessment	Relevant Details			
Equality Analysis	Completed in June 2025, aligned with UKMC, Equality, Diversity, and Inclusion Policy			
Information Governance	Reviewed for compliance with UKMC data protection and confidentiality practices			
Student-Facing Procedures	Student feedback from Academic Voice forums (August 2025) integrated			
Consultation	Relevant Contributions			
Students via Course Reps (CRs)	Engagement via consultations student experience committees and course evaluation meetings by course directors (April 2025)			
Relevant External Stakeholders	Input aligned with CCCU and UoW Student Support policies and OFS guidance			
Authorisation and Version Control				
Authorised by	Student Learning, Teaching & Enhancement Committee (SELTEC). Minor updates may also be authorised by the Registrar on SELTEC's behalf.			
Authorisation Date	24 June 2025			
Effective From	1 July 2025			
Next Review Date	July 2027			
Document Access and Communication				
Document Location	UKMC Policies and Legislation			
Dissemination Plan	The policy will be distributed via communication bulletins, academic team briefings, Course Directors, course coordination committee meetings, and relevant regular faculty meetings events.			

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1. Policy Statement

1.1 UK Management College (UKMC) is committed to creating a supportive and inclusive environment for all students. We acknowledge that members of our student community may experience periods of vulnerability during their time with us. Vulnerability may arise due to a variety of personal, health-related, or social factors, and the nature and level of a student's vulnerability may change over time.

1.2 This policy outlines our approach to identifying, supporting, and safeguarding students who may be considered vulnerable, ensuring their wellbeing and academic experience are protected as far as reasonably possible.

1.3. This policy operates in alignment with the UKMC Inclusive Curriculum Framework (ICF), which governs inclusive academic practice across teaching, learning and assessment. In particular, it supports ICF Principle B (Equity and Access) by ensuring that vulnerable students can access appropriate support and reasonable adjustments, and ICF Principle E (Wellbeing and Flourishing) by promoting early identification, safeguarding and continuity of care within the academic environment.

2. Definition of a Vulnerable Student

2.1 A vulnerable student is defined as any learner who, due to illness, disability, age, mental health condition, or a combination of personal, social, or academic factors, may be unable to safeguard their own welfare, or who may be at risk of harm or exploitation, and therefore require additional support.

2.2 This definition of a vulnerable student is based on national safeguarding laws such as the Disability Discrimination Act 1995.

2.3 Examples of vulnerability may include:

- Experiencing a mental health crisis.
- Coping with bereavement, domestic abuse, or significant family disruption.
- Living with a chronic health condition or disability (disclosed or undisclosed).

- Experiencing severe financial hardship.
- Struggling with addiction or recovery.
- Being subject to harassment, bullying, or discrimination (as addressed under the UKMC Safeguarding Policy and Code of Conduct).

2.4 The definition will be reviewed and updated as necessary to reflect changes in law or institutional policy.

3. Responsibilities

3.1. UK Management College recognises a shared institutional and individual duty of care to all students. Staff members — academic, administrative, and wellbeing team — are expected to respond to concerns about vulnerable students with professionalism, empathy, and an understanding of their own responsibilities under law and policy.

3.2. The Academic Office promotes a safe and inclusive learning environment within academic settings. Academic staff are responsible for noticing and reporting academic, engagement or behavioural concerns that may indicate vulnerability, including emerging patterns or barriers to learning. Academic staff are not expected to assess risk or manage support needs but should refer concerns promptly to the Wellbeing Team or appropriate support services in line with this policy.

3.3 The Admissions Team ensures early identification of support needs during enrolment, maintains confidentiality, and coordinates with Student Services for reasonable adjustments.

3.4 The Wellbeing Team leads on assessing and supporting students at risk, managing sensitive data in line with policy, and implementing tailored support plans in collaboration with internal and external partners.

3.5 Campus Managers: Responsible for ensuring that Personal Emergency Evacuation Plans are in place for students who may require them due to disability, health condition, or other vulnerability. PEEPs will be developed in consultation with the student and the Wellbeing Team, to ensure safe evacuation procedures are clear and appropriate.

4. Procedural Guidance for Staff

4.1 All staff must respect student confidentiality but be aware that absolute confidentiality cannot be promised where safety is at stake.

- If a student discloses information indicating a risk of harm, staff should explain that while information is treated with sensitivity, it may be shared with appropriate personnel or external agencies to ensure safety.
- In cases where the student refuses consent for information sharing, UKMC may still act, in accordance with the Data Protection Act 2018, if the disclosure is necessary to protect vital interests.
- Staff are encouraged to consult with Student Services, Security, or a senior colleague when in doubt, in line with the UKMC Safeguarding Policy.

5. Responding to Crisis Situations

5.1 If a student is experiencing an urgent or serious issue that places their health, safety, or wellbeing at immediate risk—this is considered a crisis. Examples include (but are not limited to):

- Threats or attempts of self-harm or suicide.
- Severe mental health episodes (e.g., panic attacks, psychosis, dissociation).
- Physical injury or acute illness requiring emergency care.
- Serious disclosures, such as domestic abuse, sexual assault, or criminal behaviour.
- Aggressive or erratic behaviour that may indicate risk to self or others.

5.2. In such situations, staff should:

5.2.1 Ensure Immediate Safety

- Remain calm and assess the environment for safety.
- Prioritise your own safety and that of the student and others. If there is an immediate threat to life or serious harm, call 999 for emergency services.
- If safe and appropriate, stay with the student until professional help arrives.

- Contact your departmental First Aider if medical assistance is required.
- For out-of-hours situations or residential concerns, contact UKMC Security.

5.2.2 Internal Notification

- Notify Security and the Safeguarding team without delay.
- These teams will coordinate risk assessments, safeguarding actions, and next steps.

5.2.3 Record-Keeping and Reporting

- As soon as possible after the incident, write a brief and factual account, including nature of the concern, actions taken, who was informed and when, immediate outcomes or decisions.
- This account should be submitted to Student Services and Security for secure recording and appropriate follow-up.

5.2.4 Safeguarding

- If the situation involves suspected or actual abuse, neglect, exploitation, or harm, staff must refer directly to the (UKMC Safeguarding Policy)
- Do not manage safeguarding issues in isolation—refer to the Head of Safeguarding.

5.2.5 Ongoing Support

- Student Services will coordinate any necessary support, which may include mental health referrals, academic adjustments and temporary leave under the appropriate policy.
- Where appropriate, a multi-agency approach may be initiated with NHS, social care, or other external partners.

6. Meeting Declared Needs

6.1 Students who disclose a long-term condition, disability, or short-term need are expected to engage with Student Services for assessment and certification.

6.2 Needs must be evidenced through appropriate documentation, such as a GP letter or psychologist's report.

6.3 Allowances such as deadline extensions, exam accommodations, or adjusted attendance expectations must be arranged through the Wellbeing Department or Academic Office, following the Extenuating Circumstances Procedure.

6.4 Staff should not offer informal or ad-hoc accommodation outside these frameworks, to ensure consistency and equity across modules and programmes.

6.5 Personal Emergency Evacuation Plans (PEEPs): Where a student discloses a disability, health condition, or other factor that may affect their ability to safely evacuate during an emergency, a Personal Emergency Evacuation Plan (PEEP) will be developed.

7. Student Rights and Responsibilities

7.1 While UKMC is committed to safeguarding vulnerable students, it is equally important to recognise students' agency and responsibility. Students are encouraged to:

- Contact the Student Wellbeing Team when facing difficulties that may impact mental health, personal safety, or academic engagement. The Wellbeing Team can provide tailored support or referrals to services such as counselling, mental health advisors, or external agencies.
- Disclose relevant information relating to mental health, disability, safeguarding concerns, or personal circumstances when comfortable to do so. Doing so enables staff to offer appropriate support, in line with procedures outlined in the UKMC Safeguarding Policy and the UKMC Disability Disclosure and Learning Support Policy.
- Engage actively with Support Offered, including attending scheduled meetings and

maintaining communication with Student Services or academic staff. This helps ensure that support remains effective and responsive to changing needs, as guided by the UKMC Support to Study Policy.

- Participate in induction and transition programmes, which provide important guidance on accessing help and navigating through the systems. These activities are part of the UKMCs commitment to promote inclusiveness.
- Keep personal contact details accurate and up to date, so that staff can reach out quickly in the event of an urgent concern. This is especially important for students identified as vulnerable and is supported in the earliest possible time.

8. Support, Reporting, and Referrals

8.1 Students and staff may report concerns or incidents—including bullying, harassment, or abuse—following UKMC Safeguarding Policy and Code of Conduct. Reports may be anonymous or named.

8.2 Referrals for ongoing support may include signposting to the Counselling Service, Mental Health Advisory Team, or external agencies, depending on the situation.

9. Communication and Collaboration

9.1 Effective support for vulnerable students depends on clear communication and collaboration between all relevant departments and external agencies.

9.2 Staff should maintain timely and respectful communication with students, ensuring they feel heard and supported throughout any intervention or referral process. This includes regular

updates where appropriate and respecting the student's confidentiality and dignity, in line with the (UKMC Data Protection and Data Security Policy).

9.3 Interdepartmental collaboration is crucial; Student Services will act as the central hub for coordinating support plans, working closely with Academic Departments, the Wellbeing Team, and Security. When necessary, referrals to external professionals such as NHS services, social care, or counselling agencies should be made promptly, following procedures set out in the UKMC Safeguarding Policy and UKMC Support to Study Policy.

9.4 Staff are encouraged to document relevant communications ensuring continuity of care and accurate records for future reference.

10. Monitoring and Review

10.1 Student Services will oversee implementation of this policy, maintain records of vulnerable student cases, and coordinate cross-departmental interventions. The policy will be reviewed annually, or sooner if necessitated by legal or institutional developments

11.UKMC Points of Contact and Support

11.1 For guidance or support relating to the support to study, students should contact the appropriate member of staff as indicated below:

Role	Department	Email
Wellbeing Officers	Wellbeing Department	Student.wellbeing@ukmc.ac.uk

11.2 Students are encouraged to maintain regular contact with the Wellbeing Officers during the process.

12. Related UKMC Policies

12.1 This section provides a cross-reference to other institutional policies that may interact with or support the implementation of the Vulnerable Student Support Policy. These policies ensure that interruption processes are aligned with academic regulations, safeguarding, and equality duties. Staff and students are advised to consult these documents when submitting or

processing interruption requests, especially where implications extend beyond a temporary break from studies.

The list of support and wellbeing policies, and other student facing policies can be found at [UKMC | Policies and Legislation](#).

13. External Reference Points

13.1 In this section, include relevant legal, regulatory, or sector standards the policy aligns with.

UK Public General Acts, Equality Act 2010, Accessed online at:

<https://www.legislation.gov.uk/ukpga/2010/15/contents>

UK Public General Acts, Disability Discrimination Act 1995, Accessed online at:

<https://www.legislation.gov.uk/ukpga/1995/50/contents>

UK Public General Acts, Data Protection Act 2018, Accessed online at:

<https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

UK Public General Acts, Mental Health Act 2007, Accessed online at:

<https://www.legislation.gov.uk/ukpga/2007/12/contents>