

How This Guide helps

The following step by step guide provides you with basic information and advice on what to do if you are required to attend a Student Support Review. If you would like additional support, you can contact us using the details below. Please note that an Adviser will not be able to predict the outcome of any Student Support Review.

Contact Details



023 8059 2085



advice@susu.org



The Advice Centre - SUSU



susu.org/support

Wellbeing

It is important to recognise that it is normal and natural to feel some anxiety when you are following a formal process and that the University has support in place to help you with your wellbeing. You can contact the Universities Wellbeing Team on studenthub@soton.ac.uk or by calling **023 80 599 599**. They are available **24 hours a day, 7 days a week**.

Step 1: Understand what a Student Support Review is

Student Support Review Regulations are used to address situations when student's health, wellbeing or behaviour has a negative impact on their ability to study, or manage their life at the University, or on a placement. The purpose of those regulations is to support both staff and students in managing those scenarios. The student is normally involved in the process and in any action plan agreed for the future.

Step 2: Read the regulations

Read the Student Support Regulations in The University Calendar using the following link: [Student Support Regulations](#).

There is also some helpful information on the disability and inclusion webpage: [Link to the disability and inclusion webpage](#).

Pay attention to why the Student Support Review may be called and try to reflect on how you have been coping with your course, current support you are receiving or would like to access, to enable you to manage your studies.

Step 3: Prepare for your meeting

Prepare for the Student Support Review by drafting your statement and reflecting on your wellbeing. You can use our [Student Support Statement Writing Guide](#) to help you with this.

Your statement is a 'script' for your meeting and 'your voice', and will help you feel more confident, as well as to ensure you cover all the key points you wish for the University to consider.

Step 4: Your Student Support Review meeting

Ensure that the statement you have for your meeting has a suggested plan you believe could enable you to engage with your studies and includes details of any support you are accessing or will be accessing in the future.

Submit a copy of your statement to the note taker in the meeting or e-mail the statement to them afterwards.

Inform the note taker if you wish your supporter to be included in the outcome and to receive a copy of the meeting notes.

Step 5: After the Student Support Review Meeting

Normally the outcome of the meeting will be sent to you within 5 working days along with the meeting notes (which you should check for accuracy and submit your own account if the summary is partially correct or inaccurate). However, this can depend on the Review type, Make sure to check the University regulations to know the deadline for your case. [Student support regulations](#).

Broadly the outcome should include an agreed plan for your engagement on the course, including the necessary support that will be offered by the University and by relevant third parties (e.g., your GP).

Disclaimer:

While care has been taken to ensure that information contained in The Advice Centre publications is true and correct at the time of writing, changes in circumstances after the time of publication may impact on the accuracy of this information. The Advice Centre and SUSU cannot accept responsibility for any actions taken as a result of advice given in this publication.

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Providing free, independent, and confidential advice and information.

 advice@susu.org
 **02380 592 085**

SUSU 
Southampton University
Students' Union