

PROMOTING ACCESS TO HIGHER EDUCATION SINCE 1996



Policy on Student Support for LEAPS Summer School Students

2017

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Assistant Director

March 2017

1. What student support will be in place for all students during the Summer School?

There will be a team of 5 student support staff members who will be available to students throughout the summer school during office hours. The students will be able to access a student support staff member in the following ways:

- The Summer School Hub Room (David Hume Tower 11.18) will be staffed from 9am – 5pm, Monday to Friday throughout the Summer School by a member of the student support team. Students can drop in at any time and will be seen by the duty member of staff. A second room, David Hume Tower 11.01 will also be used for any discussions requiring a confidential space.
- Students can email a member of the student support team with questions or concerns at any time. However emails will only be responded to between 9am and 5pm so if the situation is an emergency, students will need to look for alternative assistance.
- Students can ask for an appointment at a specific time with a member of staff if they wish. We will do our very best to accommodate this.
- Students will be offered an interview with a member of staff in week two/three – see section below.

The student support team are happy to deal with any issue that arises for summer school students. The most common issues in the past have been family issues, issues with travel to summer school and concerns about future University plans.

The student support team will work as a team, will meet weekly and will share necessary information with each other about student issues. Students should expect that they can confidently talk to any member of the team and that person will be aware of any previous meetings and will be able to help them. However if a student would like to continue to talk to the team member that they had their first conversation with, we will do our best to accommodate this. Students should be aware that information about their issues will not be shared with members of the wider LEAPS team unless it was absolutely necessary e.g. if a change is needed for travel arrangements.

The student support team will have a dedicated email address that will be checked regularly by all members of the team. Details of this email address will be communicated to students at Induction and will be on the Summer School LEARN pages. If students email members of staff directly to their own business email accounts, those messages will be forwarded to the student support email address for a response.

The student support team will keep confidential records of all student interactions. These will be written records and they will only be shared with the student support team. At the end of Summer School these records will be merged with the students' general LEAPS record and filed for up to 7 years as per the data policy agreements. Student support records will not be shared beyond LEAPS. (see Appendix 4 for data protection information) Some information may need to be passed to Academic members of staff, for example for the support of a specific academic support need. However this will be kept to a minimum and academic staff will also conform with LEAPS data sharing policies.

Any issues which may affect a student's academic performance e.g. health, family issues, caring responsibilities, may be taken into account when assessing student's performance for the purposes of the Summer School Report. The student support team will be asked for recommendations of such

by the Summer School manager and the decision whether to add to the students report will be taken by the summer school manager.

1.1 Confidentiality statement

The following confidentiality statement is applicable to all summer school students:

LEAPS reserves the right to contact the person named as your emergency contact on the main Summer School application form or any outside organisations deemed necessary if:

- The LEAPS team have good reason to believe that you or others may be at risk of serious harm.
- The LEAPS team believe that you have committed or intend to commit a serious crime, or are required to provide information to the police as part of an investigation.
- A member of the LEAPS team would be liable to civil or criminal court procedures if information was not disclosed.

2. Student Support Interviews

During week two/three of Summer School, every student will be called to a compulsory student support interview. This interview will last 20 to 30 minutes and is primarily for students to raise any concerns or worries that they may have. The staff may also raise any issues that they have identified e.g. any attendance issues. These meetings are relatively informal and will help to iron out most concerns.

Students will be asked during the Summer School Induction day to choose a time for their interview from a range of times available. It is good if the student can choose more than one time that they would be free, however these times should not be when students are in class. The student will then be contacted with their confirmed time and venue and the name of the member of staff that their interview will be with.

If students miss their interview they will be contacted to have this rearranged as the first interview is a compulsory part of Summer School. If the interview is consistently missed, this may be mentioned on the final Summer School report. This would be decided by the Summer School manager and would be in the context of the rest of their performance.

After the first interview, the student support team may feel that a student requires a further interview at a later date. This will be arranged with the student directly as required.

Students should feel free to access the student support team, as detailed above, at any time that they have issues. They do not need to wait for their interview to come and see them team. The interviews are in place so that the team can be assured that they were able to talk to all students at least once during the summer school. However students can use the student support team as much as they need to.

3. Who will the student support team be?

The student support team in 2017 is made up of five experienced LEAPS team members. The team have all worked on a number of previous Summer Schools and have dealt with a whole range of different issues with students.

Among the team there will be people with additional responsibilities e.g. additional support needs coordination or residential induction. However the whole team is there to be available for all students, whatever the issue.

The student support team for 2017 will be:

Alison Train (also Summer School manager)

Sarah Austen (also looking after residential induction and support)

Claire Aitchison (also looking after additional support needs)

Joanne Stubbs (also looking after additional support needs)

Gemma Burnside (also looking after residential induction and support)

Other staff members that students will come into contact with:

Academic staff - The students will be taught by members of three academic course teams and may feel that they wish to seek help or support from some of these members of staff. However it should be noted that academic staff are there to only discuss and support any issues with the learning and teaching aspects of Summer School. If the student has any other issues or concerns, the academic staff will refer the students back to the student support team.

Student tutors – Student Tutors will work with students on the Academic Skills course each Wednesday. They are there to assist in teaching, support students academically and deal with any academic issues. They will refer any personal issues or concerns back to the student support team.

Wider LEAPS Team – the wider LEAPS team will come into contact with Summer School students from time to time and usually for specific purposes i.e. distributing travel passes. Any student support issues that are disclosed to a member of the LEAPS team who is not a student support team member, will be passed on immediately to that team.

4. What is the nature of the support can we offer?

Staff will be able to:

- Listen to any problem or query brought by a student.
- Offer advice and guidance as far as is possible.
- Signpost students to other useful bodies/organisations.
- Offer students encouragement and motivation to keep going with Summer School.
- Help students to find solutions to problems, with support.

Staff will not be able to solve everything and professional boundaries will be maintained. But staff are committed to offering a listening ear and as much assistance as we can. Staff will abide by the guidelines set out in Appendix 3 when dealing with students concerns.

All of the student support team will have completed the “First Aid for Mental Health” course. Support for students with mental health issues will be discussed in a later section.

Staff will listen to students’ issues whilst keeping to professional boundaries. However student support staff are not professionally trained to offer any more detailed help than that which is set out

above and so they will refer and seek help from University services or other agencies. (See Appendix 1)

5. Support for students with mental health issues

All support staff have, and must be future, attend a “First Aid for Mental Health” training course and will abide by the procedures set out in that training, summarised below.

Any student who feels that their experience of the LEAPS Summer School is being affected by a mental health issue are advised to contact a member of the student support team.

Staff will be able to:

- Listen non-judgementally
- Give reassurance and information.
- Encourage the student to get help.
- Encourage self-help strategies.

Additionally, staff may feel that they have to ask if a student feels suicidal.

Staff will have access to contact details for relevant agencies and services that can offer help to students with a mental health issues. Staff will also have access to some University mental health services and will be able to gain advice from these services.

Staff will aim to keep any discussions about mental health issues as confidential amongst the student support team. However if staff feel that a student is a danger to themselves or to others staff will not be able to guarantee confidentiality. (Please see Confidentiality Statement in Section 1. For the staff procedure on how to deal with a distressed student, see Appendix 2)

Staff will listen to students with mental health issues whilst keeping to professional boundaries. However student support staff are not professionally trained to offer any more detailed help than that which is set out above and so they will refer and seek help from University services or other agencies. (See Appendix 1)

Any issues which may affect a student’s academic performance e.g. health, family issues, caring responsibilities, may be taken into account when assessing student’s performance for the purposes of the Summer School Report.

6. Additional learning support needs

During Summer School we aim to support any student with additional support needs with the level of support they are likely to experience at university. However we will also take into consideration the kind of support they have received at school both in day-to-day classes and SQA exams.

Students let LEAPS know of any additional support needs they might have at Summer School when they complete the LEAPS Summer School application. They also have an opportunity to pass on any information at the Registration Evening. Staff within the Summer School Student Support Team - Claire and Joanne - then contact individual students and in some cases their ‘Support for Learning’ Teachers in school to confirm this information and also to get a fuller picture of the type of support a student has received at school both in class and during exams. This support might include, extra time

in exams, use of a foreign language dictionary in exams, use of a scribe or reader in exams, printed lecture notes at start of lecture, strategies for dealing with anxiety during exams, etc.

Before the start of Summer School Joanne and Claire will get in touch with all students who have informed LEAPS of their additional support needs. They will receive an '**Additional Support Agreement**' by email which will confirm the support that will be provided by LEAPS during Summer School. We ask students to read this carefully and respond by email asap to confirm they are happy with the level of support being offered or conversely if they have any concerns they can contact Joanne or Claire to discuss any changes they would like to be made to their support arrangements at Summer School.

Any information on a student's additional support needs is then passed before the start of Summer School to the Course Co-ordinators for the three courses that the student will be studying whilst at Summer School. The Course Co-ordinator will then share this information with any other teaching staff on their course. Any information provided by a student on their student support needs will be treated confidentially by LEAPS but will be shared with key members of the Student Support and teaching team so that students are adequately supported while at Summer School.

If students have not informed LEAPS of any additional support needs before Summer School starts it is not too late for them to get in touch during Summer School but we would recommend they do that as soon as possible by contacting Claire Aitchison or Joanne Stubbs on 0131 650 4676 or by emailing them on leapssupport@ed.ac.uk. Similarly, if students find that during the course of Summer School that the support put in place by LEAPS is not working for them we would urge them to get in touch with Claire or Joanne to discuss what we can do to amend existing support to better suit their needs.

7. Additional support for residential students

General

Students will be advised to contact LEAPS Student Support Staff between 9am-5pm if they are having an issue in accommodation, or linked to accommodation. Outwith these hours students will be advised to contact 24 hour Security in Pollock Halls provided by Accommodation, Catering and Events at the University of Edinburgh. The contact information will be prominently displayed in the flats, and in individual residential student handbooks. The details of each student's emergency contact will be passed to the University of Edinburgh Accommodation, Catering and Events service who provide 24 hour security for the flats. These contact details will be used only in the case of an emergency.

Pre-Induction

Students will receive an accommodation factsheet and lease ahead of the Registration Evening in April.

Students will be invited to complete an online 'getting to know you' form to assist LEAPS to allocate appropriate flat groupings, and to identify any additional areas of support e.g. health, finance, family responsibilities etc.

Students and parents/carers will receive a dedicated session on accommodation at the Registration Evening.

Students and parents/carers will be given named Student Support Accommodation contacts prior to and for the duration of the Summer School.

Induction

Residential students will receive extended induction activities;

- Welcome session on 1st June including talks from LEAPS Residential Support Staff and Edinburgh University Accommodation staff, plus a communal meal and activities to help students get to know each other.
- Continued induction activities on the evening of 2nd June (Summer School Induction Day) including icebreakers, flat groupings and the opportunity to speak to LEAPS Residential Support Staff.
- LEAPS staff will coordinate and provide transport for the move to the flats on Saturday 3rd June. An icebreaker meal activity will be provided. Students will negotiate house rules, and will be made aware of emergency and support arrangements.
- Welcome arrangements will be made on Sunday 4th June for students unable to move in before this date.

8. Cases where the Summer School Code of Conduct has been breached.

As stated in the code of conduct document, all cases related to breaking the rules of the code of conduct will go in the first instance to the Summer School Manager. As per the code, the Summer School manager will require support from the student support team when meeting with students face to face to discuss code breaches. The student support team will deal with these requests as a team and share out the responsibility equitably.

The Summer School Code of Conduct will be available to students on the LEAPS website and also on the Summer School LEARN pages.

9. Support for Staff

The student support team, and any other members of Summer School staff if relevant, will be invited to a post Summer School debriefing with a member of professional counselling staff. This will be a safe space to discuss any student support issues that have had an impact on the team. This meeting will be arranged by the Summer School manager.

Ad hoc staff debriefing may be arranged during Summer School, if circumstances dictate. Additionally staff can also use the appropriate contacts from Appendix 1 for informal personal support if required during Summer School.

If further support is needed by any member of the team, University of Edinburgh staff can receive up to 6 sessions free from the University counselling service if they feel they need this support.

<http://www.ed.ac.uk/counselling-services/staff>

Appendix 1: University Services and Other Agencies that can be used over the summer

University of Edinburgh Contacts

Tam Mitchell

Role: Mental Health Coordinator, Student Counselling Service.

Email: Thomas.Mitchell@ed.ac.uk

When to get in touch: Can advise about any issues of concern we have over a student's mental health. Contact should be made by Alison Train and, if on a Friday, Claire Aitchison *WHERE POSSIBLE!*

Jacqui Nicholson

Role: Mental Health Advisor, Student Disability Service.

Email: Jacquie.nicholson@ed.ac.uk

Tel: 0131 651 5036

When to call: Jacquie would be able to offer advice about students with long established mental health issues. Will also be able to advise on support of staff post summer school. Contact should be made by Alison Train and, if on a Friday, Claire Aitchison *WHERE POSSIBLE!*

On call counsellor:

Tel: 0131 650 4170 and ask to speak to the on call counsellor.

When to call: for advice about a student. We cannot set up appointments for students.

Edinburgh Napier Contacts

Terezia Brunklaus

Role: Head of Student Counselling and wellbeing

Email: T.Brunklaus@napier.ac.uk

Tel:

When to get in touch: Can advise about any issues of concern we have over a student's mental health. Contact should be made by Alison Train and, if on a Friday, Claire Aitchison *WHERE POSSIBLE!*

Edinburgh Crisis Centre

Free phone 0808 801 0414 or Text on 07974429075 (24 hour service)

For support email: crisis@edinburghcrisiscentre.org.uk

It is a service for people who are aged 16 and over who are using or have used mental health services and **are resident in the City of Edinburgh when they are facing a crisis**. This includes people who have seen their GP, used voluntary services and people who identify themselves as having a mental health issue. Carers of people who have mental health issues can also fully access all the services at the Crisis Centre.

LGBT Youth Scotland

Students can text 07786202370 for support.

Website has a lot of useful info at www.lgbtyouth.org.uk/yp-advice

Samaritans

The number to call for help is 116123

www.samaritans.org

Penumbra

Tel: 0131 221 9607

Penumbra is a mental health charity which can work with young people to point them towards the services they need to recover. Staff can also call for advice from them.

NHS 24

Telephone number is 111 for out of office hours or weekend medical advice.

Breathing Space

Telephone number is 0800 838587. This service is available 24 hours.

Mental Health Assessment Service

0131 5376000. This service is based at the Royal Edinburgh Hospital and is open 24hrs a day, seven days a week for people experiencing a mental health crisis, or who need an emergency mental health assesment.

University of Edinburgh Health Service

The Edin Uni Medical Services will be happy to see our temporary students although this is subject to availability . Should ring in the morning . At this time of year it is quiet so should be able to get appointments. Number is 0131-650-2777. Emergencies still ring NHS 24 or 999.

Appendix 2: Procedure for dealing with distressed students.

What you should do if the situation does NOT require immediate action:

It is not urgent if there is no immediate risk to the student or others, although the student may be:

- Depressed, anxious or generally stressed.
- Homesick, lonely or isolated.
- Having problems with relationships.
- Suffering from low self-esteem.
- Bereaved.
- Having money problems.
- Having problems at home.

Section 1: If the student will accept help.

Decide who the best person to help is. If you feel that you could help the student then you must ensure that:

- You have the skill.
- It does not conflict with your role.
- You are able to listen to the students concerns, offer practical advice, provide reassurance and show your concern by following up the conversation another time.
- Once you have met with the student, write up your contact in their notes.

If you feel that someone else should help the student:

- Is there someone else on the student support team who may be better equipped to help with this particular issue? If so ask them to help.
- Does the student require help from an outside agency and are you clear what the student needs? If so refer directly.
- If you are unsure then seek further advice from student support team or from colleagues in student counselling and mental health services – see appendix 1.
- Write up what you have decided to do in their notes.

Section 2: If the student will not accept help:

- You can make it clear that you will help if the student changes their mind.
- You could seek advice from the rest of the student support team or counselling and mental health services.
- You can monitor the situation and ask for feedback from course teaching staff.
- You should raise your concerns at the student support team weekly meetings.
- You should document your concern in the student's notes.

What you should do if the situation IS urgent:

As per Appendix 3, make sure two people are dealing with the situation; this may not be possible where students have arrived unexpectedly.

It is urgent if you believe the student may be at risk of harm to him or herself or others. You are concerned for one of the following reasons. The student:

- May be at serious risk of self-harm.
- Is violent or is threatening violence to people or property.
- Has completely stopped functioning.
- Seems very disoriented and out of touch with reality.
- Is behaving out of character.
- Expresses suicidal thoughts.

Section 1: If the student will accept help.

- Refer the student directly to his/her GP and if possible arrange for the student to be accompanied.
- If at all concerned call emergency services.
- Inform the rest of the student support team.

Section 2: If the student will not accept help.

- Contact the student's GP.
- Contact the counselling/mental health contacts in appendix 1 for advice.
- If at all concerned call emergency services.

In all situations:

- Try to stay calm.
- Engage with the student but put safety first.
- Prioritise your own safety and that of others at the scene.
- Make sure you debrief the situation by talking with the student support team.
- Keep a written record.

Roles and responsibilities:

- Remember you are not solely responsible for a student's emotional state.
- Do not promise absolute confidentiality and advise the student you may have to consult a colleague or take advice from professional services. You may also need to alert the student's emergency contact person.
- Do not discuss the case outwith the student support team meetings or with anyone other than the student support team. The Summer School manager may take the view that the LEAPS Director needs to be informed of any issues and, if so, will take responsibility for informing him.

Appendix 3: Guidelines for dealing with more serious situations

Initial discussions with students are likely to be individual conversations between one staff member and one student. In most cases, the issue raised will be straightforward and staff member may feel able to resolve that issue and will do so, marking up the students notes and sharing with the team at the weekly briefing.

It is useful to note that the University of Edinburgh “Protection of Children and Protected Adults Policy”, would classify the following types of students as “protected adults”:

- a student suffering from mental illness
- a student under the influence of drugs/alcohol
- a student suffering from a reduction in physical or mental capacity

Where meeting with a “protected adult”, the following guidelines should be followed: “If it is necessary to hold a confidential interview or a one-to-one meeting, these should be conducted in a room where the exit is clearly visible and, where appropriate, the door to the room is left open.”

There will be certain other issues, not stated above, which may be deemed as more serious and may require further support. If it becomes clear that a case is becoming one that is deemed to be more serious, then the staff member involved should arrange to bring a colleague to all future meetings with the student in question. The summer school manager should also be kept abreast of all correspondence and details of meetings that relate to such cases, whether they are a member of the student support team or not.

Cases where two members of staff MUST be present would be (but are not restricted to):

Mental health issues (whereby appendix 2 on dealing with distressed students should be followed)

Allegations of abuse – physical and sexual

Substance or alcohol misuse

Allegations of bullying or abuse by a member of summer school staff

Allegations of racism against the student

Allegations of bullying or abuse by other Summer School students

However student support staff members should feel free to ask for help at any point with any situation as they feel is appropriate.

In the event of a serious situation arising on a Friday, when the current Summer School manager does not work, the student support members of staff who are in the office will discuss the case and take a consensus of action to be taken. If they require to do so they can call the summer school manager for a casting vote. Any serious action to be taken on a Friday, such as removing students from Summer School or reporting cases of abuse should be done by the LEAPS Director. (There are two Fridays, 7th and 14th July, when the LEAPS Director is on annual leave. On those two weeks the Summer School manager will work a Friday and any serious actions will be taken by her on those days. This will leave the Summer School without Grade 7 support on the Thursdays of 6th and 13th July).

In cases of bullying or abuse by a member of Summer School staff, where these staff are University of Edinburgh staff members, the Summer School manager (or LEAPS Director) should report the case

to the University of Edinburgh Designated Officer as per the terms of the University of Edinburgh “Protection of Children and Protected Adults” policy (2015). For the full policy see: http://www.docs.csg.ed.ac.uk/HumanResources/Policies/Protection_of_Children_and_Protected_Adults_Policy_.pdf

The Designated Officer is the University Secretary and an allegation of abuse should be raised with them.

Where the member of staff is employed by a partner institution, the Summer School manager (or a Dep) will contact the LEAPS Management Group member for that institution to take advice about how to report allegations.

Appendix 4: data policy for student support records

The Summer School student support records would fall under the following data protection policy which has been signed by all Summer School students. As such they would be merged with the students main LEAPS file after Summer School and kept for seven years and then destroyed.

2017 Summer School: Application Form Data Policy

I agree to my details being held on behalf of LEAPS by a [third party provider](#) for administration purposes and being used by LEAPS and LEAPS Summer School staff to contact me.

LEAPS would like to track your progress through LEAPS events in order to support future LEAPS students. LEAPS and its partners may also use your data for research purposes to evaluate the effectiveness of the programme and improve delivery of the LEAPS service. I agree that LEAPS can hold my details for up to seven years. LEAPS will take this information from the form you complete when applying to attend the LEAPS Summer School.

I agree that LEAPS staff will make some information available to my school, LEAPS Summer School staff and to Further and Higher Education Institution staff to support my application and transition to Further and Higher Education and to allow me to access university systems used during the LEAPS Summer School.

I agree that photographs and film taken during LEAPS events and activities featuring me, and that media created by me and uploaded to Media Hopper (the Media Platform of the University of Edinburgh), can be used by LEAPS, its partners and other related institutions on their digital platforms and promotional materials.

If you would like further information regarding our data policy, or to opt out of any of the above, please contact LEAPS at leaps@ed.ac.uk or on 0131 650 4676.

The Summer School staff, including student support team, have agreed to the following policy:

2017 Summer School: Teaching & Support Staff

As a member of teaching/support staff on the 2017 LEAPS Summer School, I agree to store all data relating to LEAPS Summer School students securely and to use this information only for purposes relating to the 2017 LEAPS Summer School .

2017 Summer School: Residential Data Policy

By submitting this form I agree to my details being held on behalf of LEAPS by a [third party provider](#) and being used for administration purposes by LEAPS. I agree that LEAPS can hold my details for up to seven years. LEAPS will take this information from this form. If you would like further information regarding our data policy, or to opt out of any of the above, please contact LEAPS at leaps@ed.ac.uk or on 0131 650 4676.

Appendix 5: Some sections of the University of Edinburgh “Protection of Children and Protected Adults” policy (2016)

The full policy can be found at:

http://www.docs.csg.ed.ac.uk/HumanResources/Policies/Protection_of_Children_and_Protected_Adults_Policy_.pdf

Some useful sections for Summer School student support are as follows:

DEFINITION OF PROTECTED ADULT:

3.6 “Protected Adult” means any person aged 16 years or over who is provided with a type of care, support or welfare services as defined by Section 94 of the 2007 Act. A protected adult may be a person who has a learning or physical disability; a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs; or a reduction in physical or mental capacity.

STANDARDS OF BEHAVIOUR, REPORTING AND ROLES

4 Standards of Behaviour

4.1 The University expects the highest standards of behaviour from the University community when working with children and protected adults. In particular, the University expects the University community to adhere to the following standards:

- ☑ Treat all children and protected adults with fairness, dignity, equality and respect.
- ☑ Be sensitive to children or protected adults’ appearance, race, culture, religion and/or belief, sexual orientation, gender or disability.
- ☑ Respect a child or protected adult’s right to privacy.
- ☑ Always work in an open environment, and where possible avoid situations where you are alone with a child or a protected adult¹. If it is necessary to hold a confidential interview or a one-to-one meeting, these should be conducted in a room where the exit is clearly visible and, where possible and appropriate, the door to the room is left open.
- ☑ Maintain a safe and professional distance in relationships with children and protected adults. You should not share your personal telephone number, personal email or home address, and you should not connect with them over social media except where that is specifically related to the University activity.
- ☑ When in a position of trust do not engage in sexual relationships with children and/or protected adults. This is an abuse of a position of trust and a criminal offence.
- ☑ Avoid rough, physical or sexually provocative conduct with children or protected adults.
- ☑ Do not provide children or protected adults with access to alcohol (where that would be unlawful or inappropriate) or banned substances.
- ☑ Be a good role model to children or protected adults. This includes avoiding the use of inappropriate language (including sexually suggestive comments), and challenging any unacceptable behaviour.

☒ Where appropriate ensure you have written consent before taking photographs or making video or audio recordings² of children or protected adults.

☒ If you are required to administer first aid to a child or protected adult you should ensure, wherever possible, that another employee is present, especially if you are concerned that necessary physical conduct may be misconstrued.

4.2 The University expects members of the University community to comply with these standards of behaviour so far as is reasonably practicable. However, the University accepts that there may be occasions on which compliance with these standards of behaviour will not be possible or appropriate, for example, in an emergency. The University will apply this policy in a reasonable and proportionate manner.