



UCL Academic Manual 2024-25

Chapter 2: Student Support Framework

Interruptions Guidance for Departments

Guidance

1 About

The [Interrupting or Withdrawing from your Studies](#) webpages include important information about fees, funding, visas, Portico access etc. which staff may also find useful. This guidance provides additional support for departmental staff.

2 Support

Questions about the process should be directed to UCL Education Services via apqs@ucl.ac.uk. Specialist advice about different aspects of the process is available from:

Student Support and Wellbeing

ssw-disabilitymentalhealth@ucl.ac.uk

- 3) The meeting should be with a member of staff who is permitted to approve the application on behalf of the department i.e. the Programme Leader, Departmental Tutor, or Departmental Graduate Tutor. You can also invite other members of staff to join the meeting if the student would find this helpful e.g. their Personal Tutor or a departmental administrator.
- 4) The meeting can take place in person, online or on the phone. Departments should aim to meet with the student as soon as they can so that the application is not delayed.
- 5) In the meeting, the Departmental Approver should log in to the online application and go through the onscreen Return to Study Plan prompts with the student.
- 6) The Department should

of Term 1 in September the following year. This will help the student to reintegrate with their

8 Supporting the student during interruption

Students interrupt for a wide range of reasons, but often because they are having personal difficulties. It is therefore important that UCL supports the student while they are away.

As part of the return to study planning, departments should make sure there is a named person, email address and phone number for the student to contact while they are away. They should also make sure the student knows how to contact Student Support and Wellbeing, and how to access the Student Centre.

Departments should ask the student about the level of contact they are comfortable with while they are away. Some students may not want to be contacted at all, while others might benefit from regular keeping-in-touch points (e.g. once a month, once every three months). Departments should try to establish the level of support that the student wants and put plans in place.

For most of the period of interruption, the student will have very limited access to UCL facilities. However, students will have their access re-instated three months before they return to help them to re-engage with their programme and other students. During this three-month period students will not attend formal taught sessions, but they can seek advice on academic matters, attend staff office hours and their ID card will allow them automatic access to the Library.

9 Preparing for the student's return

- 9) Making sure the student is aware of important tasks such as re-enrolment or module selection
- 10) Reminding the student to put arrangements in place for fees, funding, scholarships etc.
- 11) Reminding the student to make arrangements for a new visa, if applicable
- 12) Checking whether the student requires a Return to Study Welfare Review and, if so, supporting the student through this process
- 13) Talking to the student about whether they would benefit from ongoing Reasonable Adjustments, and directing them to Student Support and Wellbeing and the SORA application process
- 14) Reminding the student about the support services available to them, such as the Student Centre and AskUCL
- 15) Reminding the student to register with a GP, and apply for accommodation, council tax and 18+ Oyster photocard
- 16) Arranging an informal catch-up one month after their return to see how they are getting on and trouble shoot any issues that might have arisen.