



# Student Support Quick Guide:

## You have a significant concern about a student from a wellbeing perspective

### What should you look out for?

There may be instances where you have a significant concern about a student's physical or mental health and wellbeing. This could include (though not limited to); students being admitted to hospital due to physical or mental ill-health, being reported missing, or a concern reported by friends.

You can find information about what you should do when a student wishes to disclose (or you recommend they do so) a disability or there are concerns connected to homesickness, in the [Student Support Quick Guides](#).

You may become aware of other welfare issues which require an escalated response, such as where a student:

- has been arrested or discloses a previous conviction
- has made an allegation of sexual misconduct or harassment, or is the subject of such an allegation (see also '**A student reports discrimination, victimisation or harassment**')
- has disclosed that they have been the victim of a sexual assault (see also '**When a student reports a sexual assault**')
- is in hospital
- is struggling with their mental health (see also '**When a student has a mental health or emotional difficulty**')
- has behaved in a way which could damage the University's reputation

# Student Support Quick Guide

## You have a significant concern about a student from a wellbeing perspective

- may be behaving unlawfully
- has been the victim of a crime (see also 'When a student is a victim of crime')
- has been reported missing (see also 'When a student is unexpectedly missing')

Please note that this page doesn't cover 'on course' concerns such as non-attendance and these should be directed to the [Keep on Track team](#).

### What should you do?

Contact the university Safeguarding Team at [safeguarding@napier.ac.uk](mailto:safeguarding@napier.ac.uk). This service operates Monday – Friday between 9am – 5pm

If you need to speak to someone straight away or outside of office hours, call Security on 0131 455 6119

You can also make use of the [SafeZone app](#) emergency button which immediately alerts the University security team.

Personal development tutors and other members of academic staff are not expected to take on roles that should rightly be delivered by specialists such as counsellors or the Safeguarding team. If, at any point, you feel you need to seek advice and support from specialist services, please contact Counselling & Mental Wellbeing at [counselling@napier.ac.uk](mailto:counselling@napier.ac.uk)

### What happens next?

The Safeguarding Team or Security will contact the student to offer appropriate support. If the student is in university accommodation this may include organising a welfare check by the Accommodation Team or Security Team. If after 24 hours, they still have concerns based on the outcomes of that initial contact and / or welfare check, they may escalate concerns. This could include contacting the Student's Trusted Contact or referring the case to statutory services such as the NHS or Social Care or if concerns remain at a heightened level to ask Police Scotland to carry out a welfare check to their listed address.

# Student Support Quick Guide

## You have a significant concern about a student from a wellbeing perspective

Following discussion with the student, the teams will refer to appropriate services within the University, for example [Wellbeing and Inclusion Services](#), or external services, if appropriate. In some cases, a university case conference may be convened and action coordinated between the Wellbeing and Inclusion Team, other University services, and appropriate external services as needed, to support the student. In most cases this will occur with the consent of the student, but in cases where it is not possible to seek / give consent, this will take place in the student's vital interests.

Last updated August 2024.  
For further information or to provide feedback about this Quick Guide, please [contact dlte@napier.ac.uk](mailto:contactdlte@napier.ac.uk)



This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License.