

MISSING STUDENTS POLICY

1 The University of Law's Missing Students Policy has been informed by the Quality Assurance Agency's Quality Code for Higher Education, specifically the Advice and Guidance for Enabling Student Achievement. The QAA's Quality Code is the definitive reference point for all UK higher education institutions and sets out how academic standards are established and maintained and how the quality of learning opportunities are assured and enhanced. This policy sits within the University's Quality and Standards Code which provides a suite of policies and supporting protocols designed to safeguard the academic standards of the University and to assure the quality of learning opportunities offered; this policy should therefore be read in conjunction with other relevant policies within the code.

Introduction

2 The University has a general duty of care in carrying out its services and functions, to act reasonably to protect the health, safety and wellbeing of its students. This policy sets out how the University will respond when a student is suspected as missing.

Definitions

3 **Missing student** - a student who is potentially missing when their whereabouts are unknown and unexplainable for a period of time that is regarded as unusual in relation to their normal behaviour patterns, plans and routines and/or their absence gives rise to concern and as a consequence an individual or individuals express(es) their concern.

Responsibility for this policy

4 Ultimate responsibility for the development of clear and effective processes and procedures associated with gathering and coordinating information to clarify the situation regarding missing persons (or concerns expressed that a person may be missing) and discharging the University's duty of care responsibly lies with the Academic Board. All members of the University are expected to play an appropriate role in responding to cases where students are suspected missing.

Expectation

5 The University has in place arrangements and resources which enable it to act reasonably to ensure the health, safety and wellbeing of its students. These arrangements and resources are regularly monitored and evaluated. Where

collaborative arrangements exist, the University should ensure that partners are also responsible for arranging local policies and procedures in respect of missing persons.

6 Students are expected to comply with the University attendance requirements as outlined in the Attendance Policy. Where attendance falls below 80%, students will be routinely followed up and are expected to provide reasons for non-attendance.

7 Academic Coaches play an active role in monitoring the attendance and wellbeing of students in their Tutor group. Any concerns from Academic Coaches or other staff with concerns about a missing student should be reported to the appropriate Programme Student Lead without delay.

Key Aims and Principles

- 8 In developing this policy and its associated procedures, the University:
- 8.1 Accepts its responsibility to act reasonably to ensure the health, safety and wellbeing of its students.
 - 8.2 Will take appropriate action to investigate any cause for concern in respect of a missing person using a considered and measured approach.
 - 8.3 Will ensure a clear, defined process is in place to assist staff in managing any concerns around a missing person.
 - 8.4 Will act in a timely and sensitive manner to assess concerns around a missing person, including an analysis of attendance records, contact with academic staff and support teams, previous engagement and access to IT systems. Other students who have contact with the missing person may also be contacted discreetly without disclosing the reason for the enquiry.
 - 8.5 Will ensure any action taken is based on an assessment of risk.
 - 8.6 Will use discretion and respect confidentiality when dealing with information relating to the missing person and will act in accordance with its Privacy Policy and applicable legislation.
 - 8.7 Will seek to co-operate with any external agencies, e.g. police, home office, community mental health team to facilitate any investigations into a missing person.

Responsibility for the Provision

9 Responsibility for reviewing and evaluating the effectiveness of this policy lies initially with the Wellbeing team.

Monitoring and Evaluation of the Provision

10 Formal responsibility for monitoring and evaluation of this provision lies with the Academic Board.

Version history:

Version	Amended by	Revision summary	Date
V1.0	Head of Student Support Services	Initial Draft	16/03/2017
V1.1	Director of Operational Services	Minor amendments	13/04/17
V1.2	Legal Team	Amendments	07/05/2017
V1.3	Head of Student Support Services	Incorporate feedback from Campus Deans	15/09/2017
V1.4	Registry Officer	Change to coding convention	24/03/20
V1.5	Senior Quality Officer	Further naming convention clarifications	26/03/20
V1.5	Registry Assistant	Extension approved for 1 Year	October 2021
V1.6	Head of Student Support Services	Minor Amendments	24/01/2023