

RADA

Royal Academy of Dramatic Art

Student of Concern Policy and Procedures

Purpose and scope

In this document, “you” and “your” means the student; “we”, “us” and “our” mean RADA.

- 1 This policy aims to:
 - provide guidance to staff and students who may be concerned about a student’s wellbeing.
 - provide information to help staff and students to decide the seriousness of an issue.
 - identify appropriate internal and external sources of support to which students can be referred.
- 2 This policy applies to students on RADA’s higher education programmes and any full-time short course of two terms or more, who are over 18 years of age and are not legally considered to be Adults at Risk. Young people under 18 and Adults at Risk are covered by RADA’s Safeguarding Policy and Procedures.
- 3 Concerns about students who may be at risk of radicalisation, regardless of age, as set out in the Prevent Duty, should be reported to the Registrar who is the Prevent Lead, using the procedure set out in RADA’s Safeguarding Policy.
- 4 This policy forms part of the Respect at RADA Framework, which comprises the policies and guidelines expressing our approach to ensuring everyone can work and study in a safe, respectful, and welcoming environment. The other resources in the Framework are:

Related Policies (polices can be found on the website [here](#))

- Safeguarding Policy
 - Code of Conduct
 - Zero Tolerance Statement
 - Staff Handbook
 - Intimacy in Performance Protocol
 - Student Non-Academic Misconduct Policy
 - Prevent Policy and Action Plan
 - Health & Safety Policy
 - Sexual Misconduct, Bullying and Harassment Policy
 - Equality, Diversity, and Inclusion Policy
 - Reasonable Adjustments Policy for students
 - Student handbook
 - Staff-Student Relationship Policy
- 5 All members of RADA community are required to familiarise themselves with this policy and to

take steps to report any relevant concerns in accordance with the procedure set out below.

Identifying a concern

- 6 There are several ways in which you may come to know that a student is experiencing difficulties with their mental health or wellbeing. The student themselves may disclose their difficulties to you directly or indirectly, for example by telling you in conversation that 'things are a bit difficult'. Listening and responding calmly in these situations can help you to determine whether the student might benefit from further support.
- 7 You may also become concerned about a student because of their behaviour or comments from other students. Examples of factors which may indicate an underlying issue include:
 - Other students approaching you to tell you that they have concerns.
 - Regular absence or lateness
 - Changes in the way the student engages with their work, such as a lack of concentration or inability to think things through.
 - Working very long hours and a lack of balance between study and other activities
 - Presenting as unpredictable, disruptive, or withdrawn
 - Presenting as agitated, irritable, aggressive or sad.
 - Lack of concentration, lack of energy/fatigue
 - Poor personal hygiene or unkempt appearance
 - Sudden changes in appearance or behaviour
 - Smelling of alcohol or showing signs of taking drugs
 - Visible bruising, cuts, or scars
 - Difficulties initiating and maintaining social relationships.
- 8 If you have concerns about a student having spoken to them or observed some of the behaviours listed above, the next step is to determine how urgent the issue is. The sections below provide guidance to help you determine where the concern falls within the categories of:
 - Emergency and urgent need
 - Serious concern
 - Other concern
- 9 In all situations if a student has a diagnosed long-term medical condition, a physical disability, a Specific Learning Difficulty (SpLd), or a mental health condition, they can seek support from the Disability Co-ordinator who in turn can help support them in applying for Disabled Student Allowance (DSA), which can offer a range of supports. See internal RADA SharePoint link for more info [here](#):

Emergency and Urgent Need

Emergency need (imminent risk to self):

- 10 When a student is in immediate danger of harming themselves or have indicated that they either have or are considering steps to take their lives (i.e. have taken an overdose or have made a recent suicide attempt or have clear plans to harm themselves and have the means, have posted what looks like a suicide message on social media):
 - The student should be advised to go to the nearest A&E Department accompanied by a member of RADA staff until the student is in the care of a clinician.

- Or if the student is unable or would not go to the hospital themselves Call 999 to request an ambulance.
- If safe and time permits to do so, also let reception or a Duty Manager know that an ambulance has been called and advise them where they should direct emergency service.
- Complete a [Report a Concern](#) form
- The Wellbeing Service, where possible, would ask the student to complete a Client Disclosure form to obtain written permission to contact emergency services on their behalf.

Serious Concerns

Emergency need (imminent risk to others):

- 11 If a student is posing a risk to others, are violent or aggressive or under the influence of substances and behaving in a concerning manner, alert reception and ask reception to call the Police on 999.
- 12 The Wellbeing Service, where possible, would ask the student to complete a Client Disclosure form to obtain written permission to contact emergency services.

Prolonged Absence (where you are concerned for that student's wellbeing or safety)

- 13 The Student and Academic Services (SAS) Team monitor student attendance based on information passed to them by academic staff.
- 14 When a student has absented themselves completely and you have been unable to contact them by phone or email for more than 24 hours, please discuss this with the SAS team in the first instance, who will attempt to contact the student using additional contact information, such as a private email address. You may also wish to check whether they have had contact with other students in the cohort. Where the student remains uncontactable, the [Report a Concern](#) form should be completed. The Head of Student Wellbeing and Registrar will discuss whether to get in touch with the student's emergency contact as per the [Emergency Contact Procedure](#). Where the student is suspected to be missing a decision may be taken by the Head of Student Wellbeing or Registrar to report this to the police.
- 15 Once the student is located the Student Wellbeing Service will offer advice as appropriate.

Suicidal Ideation

- 16 NICE's guideline on depression in young people defines suicidal ideation as thoughts about suicide or of taking action to end one's own life. For the purposes of this quality standard high risk of suicide could include, but is not limited to, children and young people with current active suicidal plans or thoughts.

source: <https://www.nice.org.uk/guidance/ng134>

- 17 If a student is reporting suicidal thoughts and intent to harm themselves, even if it appears they have not acted on these thoughts or are not sure if they have or will, it is important that you report this urgently to the Wellbeing service. Once you have done so, please complete a [Report a Concern](#) form. The Student Wellbeing service will contact the student as a matter of urgency (Monday to Friday outside of closure periods) to offer support or signpost the student to relevant external services.
- 18 If more immediate support is needed, for example at the weekend, ask the student for permission to pass their contact information on to crisis services and call NHS 111 or the Samaritans on 116 123.
- 19 Students under 35 can also contact the Papyrus helpline 24/7 at 0800 068 41 41 (phone) 07860 039967 (text) or pat@papyrus-uk.org.

Substance abuse and self-harm

- 20 Where it appears that a student is misusing drugs or alcohol or you become aware that they have harmed themselves, you should complete the [Report a Concern](#) form. The Student Wellbeing service will normally contact the student within 24 hours (Monday to Friday outside of closure periods) to offer support or signpost the student to relevant external services.

Homelessness

- 21 Where a student is homeless or at risk of homelessness, you should complete the [Report a Concern](#) form and either the Student Wellbeing Service or the Admissions and Student Services team will respond to offer advice and support, which may include referral to local authority housing services.
- 22 Students facing eviction should be advised to contact Student and Academic Services who can provide help and support, and where appropriate funding to seek legal advice.

Experience of sexual assault

- 23 If a student discloses a sexual assault to you, or if they suspect that they have been spiked, you should advise them to contact their nearest [Sexual Assault Referral Centre](#) and complete the [Report a Concern](#) form. The Student Wellbeing service will normally contact the student within 24 hours (Monday to Friday outside of closure periods) to offer support or signpost the student to relevant external services. Outside of these times, information on reporting and seeking support for sexual assault is available on the Student Wellbeing SharePoint site: [How to get support for Sexual Misconduct, Harassment \(sharepoint.com\)](#)

Other concerns

- 24 Where you have noticed poor engagement and/or frequent absence due to suspected health or wellbeing issues, you should inform the Director of Training or Course Leader in the first instance. They may arrange a stage 1 Support for Study meeting with the student to explore the reasons and identify supporting actions. You should also signpost the student to the Student Wellbeing service. Students can register themselves by completing an [online form](#).
- 25 Long term physical health conditions, such as long COVID or chronic pain, may well impact on the student's ability to engage with their training, so it is important that students are offered support with managing the condition. Please seek advice from SAS or Wellbeing to see what support might be available.
- 26 Students experiencing financial or accommodation issues can be directed to the Admissions and Student Services team or to the advice on the SAS SharePoint site: [Money - Information, advice and assistance \(sharepoint.com\)](#)
- 27 Students experiencing a general deterioration in their mental health should be encouraged to refer themselves to the Student Wellbeing Service via the [online form](#). If they are distressed and need immediate support, you should find a quiet space for them to sit and if you need additional support, request assistance from one of RADA's Mental Health First Aiders by contacting reception.

Reporting a Concern

- 28 The [Report a Concern](#) form is available on RADA SharePoint, Website or via this [link](#) and should be completed with as much detail as possible. If a student discloses an issue to you, you should advise them that you will note down the key points and make a report to the Student Wellbeing Service. You should not promise to keep the disclosure confidential and, where possible, you should encourage the student to contact the Student Wellbeing Service themselves.
- 29 Once a report has been made, due to confidentiality restrictions, the Student Wellbeing Service may not always be able to provide you with further information about the student's circumstances or any resultant actions, but if they can, they will ensure that you are kept informed.

Following up on concerns

- 30 In the first instance, any Report a Concern forms will be logged with Student & Academic Services and will be followed up by student wellbeing staff who will alert the Registrar if the concern is long term or needs further action within any of our more formal policies and procedures.

Confidentiality

- 31 As far as possible, any information on students who may be giving cause for concern will be held confidentially. However, in some cases, it will be in the student's best interest to disclose the concern more widely. The Student Wellbeing Service can provide more information about this.

Support for Staff

- 32 You are not alone in dealing with the issues you might encounter. Support and advice are available from your line manager, the relevant Director of Training, the Student Wellbeing Service and the HR department. If necessary, training, and further help can be sourced and provided.

If you have encountered an issue that has affected you personally, the Employee Assistance Programme is available 24/7 at 0808 304 3698.

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