



Case Management Group Academic Year 2018-19

The monitoring and reporting of all student issues including health, conduct, progress and behaviour are the key cornerstones of School business. This experienced core group of senior staff will consider all student cases brought to its attention and will thereafter determine what action and/or escalation is most appropriate. By taking a case based approach this will ensure that each individual student is signposted appropriately taking into account all of the information that is available to the School at that time. This group meets monthly and so can consider urgent matters in a timely and flexible way. Additional meetings may be called if required to review urgent cases and to support swift decision making.

The composition of this group for the academic year 2017-18 is as follows :

Programme Director MBBS (Chair)
Programme Director MSc in Physician Associate Studies – Deputy Identified
Chair of Postgraduate Board
MBBS Phase Leads
Associate Dean for Assessment
Director of Student Support
Head of Quality and Standards
Student Support Manager
Governance Coordinator (Recorder)

Other colleagues may be invited to join the group depending on the nature of any known cases and/or matters arising. Decision making by this group will be informed by professional judgment and will normally be by majority.

The referral route to the Case Management Group is as outlined in Appendix One of the Code of Practice on Student Fitness to Practise. As illustrated in the flow diagram, the group will initially be alerted to student cases normally by the receipt of an Expression of Concern from the relevant Phase/Module Lead and/or directly from the HYMS Student Support Office or Programme Director. When submitting the concern the Phase Lead/Student Support Office will be asked to RAG rate the matter to indicate the severity of concern so that the HYMS Student Support Office can put the appropriate support mechanisms in place. This will include automatic triggers for follow up which can be factored into the student record depending on the individual circumstances.

A reporting framework for all cases considered by this group will be facilitated by the HYMS Central Electronic Student Record currently managed by the HYMS Identity Management

system and administered by the HYMS Student Support Office. This will enable active monitoring of patterns/trends of concerns and ensure that a 'live' register of RAG rated risk is closely scrutinised. This also facilitates closing the loop on student issues which is of paramount importance.

Following due consideration of each individual student case the Case Management Group will determine what action and/or escalation is most appropriate for individual students based on all of the information and evidence that is available at that time.

The group can refer the student matter to the following:-

- Phase /Programme Director
- HYMS Student Support Office/Director of Student Support
- University networks of support (extensive)
- Occupational Health
- Appointment of an Investigating Officer to report on factual accuracy of concern
- Student Fitness to Practise Committee, where this is considered necessary.

The Group also has authority to issue a Caution which is a formal recording that a concern is serious enough that if there were a repetition it would be likely to result in referral to the HYMS Student Fitness to Practise Committee. Collective decision making by this group will normally be the sole route for referral to HYMS Student Fitness to Practise Committee. As part of the governance structure of the School, the Student Fitness to Practise Committee will receive a quarterly monthly report from the Case Management Group. Further information can be obtained from the Code of Practice on Student Fitness to Practise which is available on the School website:-

<https://www.hyms.ac.uk/staff-and-students/regulations-policies-and-codes-of-practice>