



Student Services

Student Mental Health and Wellbeing Service: Attendance and Engagement Procedure

Issued by the Quality Transformation Unit

Approved by Senate: n/a

Technical updates of this document take place on an annual basis to reflect changes to the University of Greater Manchester's organisational and management structure and to incorporate earlier, approved amendments to related policies, procedures and regulations.

Date: December 2025

Version Number: 1

Author: Student Services

NAME: Student Mental Health and Wellbeing Manager



Introduction

The University of Greater Manchester is committed to providing an inclusive, supportive, and accessible environment for all students. The university recognises that full participation of students in support services is essential to their wellbeing and success in an academic environment.

Purpose

This procedure outlines the expectations for students' attendance to and engagement with the Student Mental Health and Wellbeing team, including Disability Service and Life Lounge. It ensures that all students have equal opportunity to engage fully and meaningfully with the university's support provision. It provides guidance for staff delivering disability, mental health and wellbeing support to students and aims to aid staff in determining a response to students who fail to attend or engage with support services.

Scope

This procedure applies to all students registered with the Disability Service and Life Lounge who access or wish to access support. It also applies to all staff within the Disability Service and Life Lounge, including trainees who are providing a service as part of an agreed placement offer with the Life Lounge.

Disability Service support includes information and guidance meetings, including reasonable adjustments and an Individual Learning Support Plan (ILSP), neurodiversity diagnostic assessments, and university-funded support through external suppliers.

Life Lounge support includes a Triage service, Wellbeing team, Mental Health Advisory service, and a wide range of Therapeutic pathways such as person-centred counselling and Cognitive Behavioural Therapy (CBT) based interventions.

Definitions

Attendance: The act of being present at scheduled appointments, meetings, or sessions with Disability Service and Life Lounge or their external partners.

Non-Attendance (DNA): A "Did Not Attend" occurs when a student fails to attend a scheduled appointment, including face to face, telephone call and video call, without providing at least 24 hours' notice of cancellation or rescheduling.

Engagement: The active participation and involvement of students in their appointments, support services, and communication with Disability Service and Life Lounge, which may include providing required documentation or responding to requests in a timely manner.



Non-Engagement: When a student does not actively participate in scheduled sessions or services, including failure to communicate with Disability Service and Life Lounge staff regarding barriers to participation or required adjustments.

Lateness: A student's arrival to a scheduled appointment after the agreed-upon start time. A late arrival is typically considered if the student is more than 10-15 minutes late without prior notification.

Cancellation: The act of notifying Disability Service and Life Lounge at least 24 hours in advance that the student will be unable to attend a scheduled appointment or session.

Clinical risk: is defined as any student who has indicated a current risk to self and/or others, including risk of suicide, self-neglect or self-harm, including posing a potential and/or actual risk to themselves or others.

Duties and Responsibilities

The Disability Service and Life Lounge has a responsibility to:

- Provide guidance to students regarding how to communicate their needs and manage any challenges related to attendance or engagement.
- Ensure all staff have an awareness of the procedure and appropriate training of implementation is offered where required.
- Ensure procedure guidance is embedded into staff induction.
- Ensure effective implementation and evaluation of the procedure is undertaken at regular intervals.

Students have a responsibility to:

- Actively participate in services they have been provided.
- If there are barriers to attendance or engagement, students should communicate with Disability Service or Life Lounge staff as early as possible to discuss potential solutions.
- Communicate with the relevant service if the wish to pause or discontinue support.

Punctuality

Punctuality is important to ensure that all students have equal access to support services and to maximise the effectiveness of the support provided.

Disability Service and Life Lounge understands there may be times when students are slightly delayed due to variables beyond their control. If a student is running late for an appointment, they are to notify the Disability Service or Life Lounge staff as soon as possible via email or phone call.

If a student arrives more than 10-15 minutes late to an appointment, the Disability Service and Life Lounge reserve the right to reschedule the meeting or provide a reduced time slot, subject to availability and service demands. Life Lounge will record late arrivals as DNA.



Non-attendance (DNA) and Non-engagement

Non-attendance at scheduled appointments without prior notice (DNA) disrupts access to services for both the individual student and others who may need support.

Disability Service will manage Non-Attendance and Non-engagement as follows:

- When a scheduled appointment has been non-attended without prior notice, Disability Service will notify the student via email prompting them to get in touch to reschedule the appointment.
- In the instance of continued non-attendance and non-engagement, Disability Service may request necessary documentation such as medical evidence prior to booking a student in for another appointment. Disability Service may also suspend or discontinue support services, subject to review.
- Where a student has continuously non-attended or non-engaged, the allocated disability advisor will make an informed decision with regards to following up with the student by telephone call and/or email based on individual needs and in accordance with anticipatory duties.
- Disability Service will presume a student no longer requires an appointment or potential support if they have not been in touch after 4 weeks following the last communication and will not attempt to make any further contact.

Life Lounge will manage Non-Attendance and Non-engagement as follows:

- When a scheduled appointment has been non-attended without prior notice, the allocated practitioner will consider level of risk, including current safeguarding concerns where applicable, alongside the severity of mental health condition/presenting difficulties. All actions taken by the practitioner will be dependent on clinical risk. These actions, including the approach taken by the allocated practitioner, must be recorded in the appropriate record system(s).
- The Wellbeing Advisor will be informed by the allocated practitioner of the student's non-attendance. The student will then be contacted in writing via their preferred email contact to acknowledge the DNA and offer the next available appointment in the allocated practitioner's diary.
- Where there are no current concerns regarding risk and the student's presenting difficulties are deemed mild-moderate, should they not attend (DNA) 2 appointments over the course of the agreed intervention, the student will be discharged from the Life Lounge service with appropriate signposting information to local and national support services, including the student's GP.
- Students may at times experience unforeseen circumstances, or circumstances which limit their ability to attend a scheduled appointment. Mitigations will be made by the allocated practitioner as appropriate. This will be at the discretion of the allocated practitioner.

Where appointments are cancelled by Disability Service or Life Lounge, the non-attendance procedure will not be applicable and will not impact on the student's overall attendance to the appointments offered.



Cancellation

Similar to Non-attendance, cancellations and missed appointments hinder the timely support of students and reduce availability for others in need of support.

Disability Service will manage cancellations as follows:

- Students who need to cancel a scheduled session must do so with reasonable notice, ideally at least 24 hours before the appointment. This allows the Disability Service to offer the time to other students or reschedule accordingly.
- Cancellations must be made by phone, email, or by informing a member of staff in the Student Centre.
- Where a student has cancelled 2 continuous appointments without reasonable justification, the student will be non-engaged from the Disability Service and informed via email.
- Students are encouraged to get in touch at any point during their course to seek support should they require it after they have been non-engaged from the service.
- The Disability Service will always endeavour to provide the student with as much notice as possible should an appointment need to be cancelled.
- If a student appointment needs to be cancelled due to unforeseen circumstances, the student will be contacted initially via telephone call and then via email to advise of the cancellation with a view of rescheduling for the next available appointment, subject to availability and service demands.

Life Lounge will manage cancellations as follows:

- Appointments cancelled by the student should be reported a minimum of 24 hours prior to the scheduled appointment time. If the student cancels the appointment less than 24 hours prior, this will be recorded as DNA.
- The Wellbeing Advisor will be informed by the allocated practitioner of the student's cancellation, unless the student has cancelled the appointment directly themselves. The student will then be contacted in writing via their preferred email contact to acknowledge the cancellation and offer the next available appointment in the allocated practitioner's diary.
- Where a student has cancelled 2 appointments over the course of the agreed intervention, including initial and follow up appointments, the student will be discharged from the Life Lounge service, with appropriate signposting information to local and national support services, including the student's GP.
- Where a student has cancelled their appointment, and there are current clinical risk and/or safeguarding concerns, the allocated practitioner will make an informed decision with regards to following up with the student by telephone call and/or email to review risk.
- When an appointment is cancelled by the service and risk concerns are identified, the Life Lounge will identify an alternative staff member to undertake a wellbeing check on the same day. The student will be informed of this during the initial call to cancel the appointment.

Where appointments are cancelled by Disability Service or Life Lounge, the cancellation procedure will not be applicable and will not impact on the student's overall attendance to the appointments offered.



See Student Policy Zone for Related Policies/Procedures:

<https://greatermanchester.ac.uk/student-policy-zone>

Helpful Contacts & Resources

Support Area	Contact or Link
Disability Service	disabilityinfo@greatermanchester.ac.uk 01204903478
Life Lounge	lifelounge@greatermanchester.ac.uk 01204903566
Dignity at Study	dignityatstudy@greatermanchester.ac.uk

Summary – REPORT TITLE	
Reference Number: QTU /	
Version number	1
Version Date	December 2025
Author	José Carlos Moriano de la Fuente Christina Morris
Owner	Student Services
Responsible person	Talin Aghanian
Approving Committee	/
Date Approved	/
Effective From	October 2025
Dissemination Method	University webpage
Review Frequency	Annually
Consultation History	/
Document History	This summary was first written in October 2025