
PART E – WELFARE

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E.1. Introduction

University life can be very taxing both physically and mentally, and like everyone else you may be subject to various other pressures – relationships, troubles at home and so on. Together the College and the University offer a wide range of personal support agencies that you can call on when necessary for help or advice. Whatever your problem, whether a relatively trivial ailment or something more serious or persistent, it is in your interests to take appropriate professional advice as soon as possible. Do not let things drag on. This is particularly important if the problem is in any way likely to affect your academic performance. In such cases you should normally inform your Director of Studies. If for any reason this is impossible or inappropriate, you should make sure that the College doctor or one of the other people listed below is aware of the circumstances so that they may vouch for you if your academic progress is called into question (see Section B.7.). Information provided to the College Doctor or College Nurse in confidence will not be passed on without your permission.

E.2. Health

E.2.1. Medical Arrangements: General

E.2.1.1. When you come to Oxford as a student you are advised to register with a local GP who will provide health care for you while you are studying here. Most students register with the appointed College Doctor (The Keble College Doctor is Dr Helen Steel who works at the Jericho Health Centre with Dr Kearley, Dr Chivers & Partners). If you choose to register with a different GP in Oxford you must make sure the College knows of this so they know who to call in any emergency, you still have access to the College Nurse.

Arrangements for consulting the College Doctor and College Nurse are posted in the Lodge corridor.

E.2.1.2. Students living in College and confined to their rooms by illness must arrange for the Lodge to be informed. Students should not attempt to look after other students who are seriously unwell and/or injured.

Students should not assume responsibility for taking a student who requires urgent medical attention to hospital. They should notify the Duty Porter, who will take appropriate action. The Duty Porter must also be informed of any incident involving the emergency services being called to the College. The College has a legal duty of care for all students and can only discharge this duty properly if the Duty Porter is informed of students who require medical attention.

E.2.1.3. Junior Members living in private accommodation should arrange for the Lodge to be informed in the following circumstances:

- (i) if they are confined to their rooms by illness;
- (ii) if a doctor has been called;
- (iii) if they have been admitted to hospital.

E.2.2. Registering with a Doctor

E.2.2.1. All students are required to register with an Oxford doctor when they arrive. Please bring your medical card with you. The mechanics of registering are sent to you before your commence your studies. Free treatment is available for residents of the EU and countries with which the UK has reciprocal arrangements. Students from overseas are strongly urged to check

the availability of free health treatment on arrival. In any event they are required to inform the College Nurse of the name of their doctor.

You are free to register with any doctor, but we recommend that you register with the Oxford medical practice that has agreed to act as 'College Doctor'. It is:

Observatory Medical Practice
Jericho Health Centre
New Radcliffe House
Walton Street
Oxford OX2 6NW
Tel: 01865 429993

This is a group practice with several doctors one of whom, Dr Helen Steel, is the College Doctor. Depending on availability, you may be seen by one of the other doctors in the Practice. Appointments should be booked through the College Nurse (nurse@keble.ox.ac.uk)

College members registered with The Observatory Medical Practice may telephone Oxford (01865) 429993 for an appointment to see any doctor who works at the Health Centre. In cases of real emergency, a doctor may visit the College to see you.

The Health Centre is open from Monday to Friday 8.30 am to 6.00 pm.

Emergencies

If you require emergency treatment outside the Health Centre's hours, please call the Health Centre number (01865) 429993, and you will automatically be transferred to the emergency out of hours service. If a doctor is going to visit you at College, the Lodge should be informed.

E.2.3. The College Nurse

During term time the College Nurse, [Glenys Knighton](#), is available every week day, she is based at Somerville College, a few minutes' walk from Keble. The Nurse times are available on the Welfare board in the lodge archway.

E.2.4. In the Case of Serious Health Problems

E.2.4.1. If the Dean believes that a Junior Member is suffering from a serious problem arising from ill-health, such that the academic progress of the Junior Member or the academic progress or the well-being of other members of the College are being adversely affected, the Dean shall refer the Junior Member to the College Doctor. Before any such reference is made, the Junior Member shall be given a reasonable opportunity to make representations to the Warden as to why such a reference should not take place. If the Junior Member is not registered with the College Doctor, then the College Doctor shall be responsible for seeking medical evidence from the Junior Member's registered doctor and may recommend that the Junior Member submit to an independent medical examination at the College's expense. If a Junior Member fails to co-operate reasonably with the College Doctor's inquiry, or refuses to provide a medical report, or to attend for the purposes of a medical examination, the matter will be referred by the Senior Dean to a Review Panel (see below).

E.2.4.2. The College Doctor, having considered the evidence available including the background evidence that led to the referral, shall report his or her findings to the Dean. If the Dean is of the opinion that further action may be necessary, he or she shall advise the Warden,

who shall convene a Review Panel consisting of the Sub-Warden, Senior Tutor and two other members of GB nominated by the Warden. The Dean shall present the case regarding the student to the Panel.

In deciding how to proceed, the Review Panel may refer the student to the University's Fitness to Study Panel. If such a referral is made, and a recommendation received from the Fitness to Study Panel, the Review Panel will then meet to decide whether to accept and implement the recommendation. If so, this will be undertaken without a further hearing.

If a referral to the Fitness to Study Panel is not made, the Review Panel will hold a hearing to consider all the evidence in the case. The Junior Member shall be given reasonable notice of any hearing, and shall be entitled to legal or other representation before the Review Panel. Having considered the evidence, the Review Panel may proceed in one of the following ways:

- (i) it may discharge the Junior Member (either subject, at the discretion of the Committee, to conditions, or unconditionally); or
- (ii) it may suspend or expel the Junior Member (whether or not subject to conditions) for a specified period, or for an indefinite period; or
- (iii) in any case where disciplinary proceedings have been adjourned, but the Committee is satisfied that the Junior Member is not suffering from a serious problem relating to ill-health, it may order the resumption of those proceedings.

It is a principle of the College's disciplinary procedures that for a student to be expelled on the basis of poor performance or behaviour the relevant committee must be satisfied beyond reasonable doubt as to the case against the student. For other penalties, establishing the case on the balance of probabilities is sufficient.

The Panel's decision will be promptly communicated in writing to the Junior Member, and reported to Governing Body.

If the Junior Member fails to attend or to make representations, the Panel may proceed in his or her absence.

E.2.4.3. A Junior Member who has been suspended or expelled on the grounds of his or her state of health under section E.2.4.2 shall be entitled to invite the Review Panel to reconsider the case after the expiry of at least fourteen days from the date of the initial decision and on the production of medical evidence in support of his or her claim.

E.2.4.4. A Junior Member may appeal against the Review Panel's decision. Any appeal must be made and received in writing to the Warden within three days of the Junior Member receiving written notification of the Review Panel's decision or the reconsideration of the case under Section E.2.4.3 See Section C.3.18 for details of the procedure.

E.2.4.5. Where a Junior Member's conduct gives rise to a need for urgent action, the Dean may suspend them forthwith pending investigation, such suspension not to exceed twenty-one days. The Junior Member shall have the right of appeal to the Warden in respect of such an interim order.

E.2.5. College Dentist

Treatment of emergencies will usually be under the NHS arrangements. However, unless patients are exempt from charges on the grounds of age (under 19 and in full-time education), or in receipt of income related benefit (HC2 Certificate, Working Tax Credit), the appropriate NHS fee will be payable at the appointment.

NHS dental care is now offered by Studental. Studental is based in Headington on the Oxford Brookes University Campus.

Contact telephone number: 01865 484608
Email: studental@brookes.ac.uk
Website: www.studental.co.uk

Leaflets are available from the College Nurse.

E.3. Pastoral Support

E.3.1. Welfare Support available within College

Should problems arise that cannot be solved by talking with friends, help can be obtained from a range of people both inside and outside College. Whatever the problem - personal, emotional, health, financial or work-related - you are encouraged to approach any of the following people who will see you in confidence, listen and try to help. You may approach whichever individual you think might best help you in the circumstances. Their contact details are listed in the List of Useful Contacts at the front of this Handbook and are also posted in the Lodge.

- From the JCR: (a) Welfare Officers
- (b) Peer Supporters
- From the MCR: (a) MCR President
- (b) Welfare Officers

- From the SCR: (a) Welfare and Disability Officer
- (b) Chaplain
- (c) Senior Tutor
- (d) The Dean and Junior Deans
- (e) Alternative Personal Tutors
- (f) The Bursar
- (g) The Warden

The following grid indicates which College Officers have responsibility for various aspects of student welfare. It is intended to assist students who sometimes don't know who to contact about a particular problem. In practice, the lines between discipline/welfare and academic/non-academic issues are often blurred. Also, the Senior Dean and Senior Tutor combine disciplinary and welfare roles.

	Welfare
Academic	Peer/Study Supporters Subject Tutors/College Advisers Senior Tutor/Tutor for Graduates Alternative Personal Tutors Welfare & Disability Officer
Non-Academic	Chaplain College Nurse Junior Deans Peer Supporters

	Dean Senior Tutor/Tutor for Graduates Welfare and Disability Officer Harassment Advisors
Financial	Bursar Hardship Committee Welfare & Disability Officer Senior Tutor/Tutor for Graduates

The peer supporters are trained by the Liaison Counsellor at Counselling Services. Potential peer supporters must have their applications approved by their Director of Studies and the potential candidates are screened by the Welfare and Disability Officer.

The Duty Dean acts as first port of call in an emergency out of hours and may be contacted via the Porters' Lodge.

Confidential information about individual students will be shared between members of the College's pastoral care team only in strict accordance with the College Policy on Confidentiality and the Circulation of Welfare Information (see below section G.8.).

E.3.2. Welfare Support available outside Keble

E.3.2.1. The University Counselling Service provides confidential advice. It is located at 3 Worcester Street, Oxford, It is available 9.00 a.m. to 5.00 p.m. Monday – Friday during term. Note that it is not a drop-in or emergency service, so you need to make an appointment (Tel. 01865 [2]70300)/ <https://www.ox.ac.uk/students/welfare/counselling?wssl=1>.

E.3.2.2. The OUSU Student Advice Service provides a space for students to discuss their worries in confidence and offers practical advice on a range of issues which students might encounter. The Service consists of the OUSU Vice-President (Welfare) the Vice-President (Graduates) the Vice-President (Women), the Vice President (Access and Academic Affairs) and the Student Advisor. The service runs during office hours at OUSU Student Advice Service, 2 Worcester Street, Oxford, OX1 2BX. You can either drop in or make an appointment (tel. [2]88452)/ <http://ousu.org/contact/>.

E.3.2.3. Nightline is run by students for students. It is a confidential listening and information service and as an organisation has no political, religious, moral or sexual bias. You may phone (reverse charges accepted), or call in for coffee and a chat. There are always two people in the office, one male and one female. The Nightline flat is at 16 Wellington Square (tel. [2]70270 and is open from 8 p.m. until 8 a.m. every night during term time weeks 0-9.

E.3.2.4. The Samaritans are volunteers who befriend people who are feeling desperate, despairing or suicidal. They provide sympathetic and non-judgemental support. You may telephone, visit in person or email. You are welcome to visit the Samaritans at 60 Magdalen Road Oxford 8 a.m. – 10 p.m.; there is no need for an appointment and all contact is confidential. You may also telephone (Oxford 722122 or the national number 08457 909090, which is charged at local rates), or email <jo@samaritans.org> and receive a reply within 24 hours. The service is free.

E.4. Support for Students with a Disability

In line with the Common Framework on Support for Disabled Students approved by colleges in departments in 2014, the College has a strong commitment to promoting equality of opportunity for students and with a disability. Two college officers have particular responsibilities. The Senior Tutor (senior.tutor@keble.ox.ac.uk) acts as Disability Lead and has strategic oversight or provision for students with disabilities. The responsibilities of Disability Coordinator, which include the implementation of policies and coordination with departments, are undertaken by the Welfare & Disability Officer (welfare@keble.ox.ac.uk).

Full information on support offered across the collegiate University is available on the website of the Disability Advisory Service: <http://www.ox.ac.uk/studetns/welfare/disability>

E.4.1. Disclosure

Students don't have to disclose that they have a disability. However, there are benefits to disclosing. If we are aware of any particular difficulties a student has, we can provide appropriate support. Students with a disability are therefore strongly advised to contact the University Disability Advisory Service and the College Disability Coordinator as soon as they arrive to discuss their needs. All such matters are covered by the College's code on Confidentiality and the Circulation of Welfare Information (see Appendix G.8).

E.4.2 Physical Access in Keble

Most of the College's buildings, including the Porters' Lodge, the Library, some teaching rooms, Bar, JCR, MCR and Chapel are accessible to wheelchair users, either via flat access or via a removable ramp. Wheelchair access to the dining Hall is via a lift. The College has a number of ground-floor study bedrooms plus one study-bedroom with purpose-built, en-suite facilities, suitable for a wheelchair user; a carer could be accommodated nearby, linked by a telephone. All study-bedrooms have data points to both the College and University networks. Car parking is available in College for disabled students.

E.4.3 Support Available

E.4.3.1. Funding Home students, undergraduate or graduate, may be eligible for Disabled Students' Allowances (DSAs). These are provided by Local Authorities (LAs), or the Student Awards Agency for Scotland (SAAS). Some graduate funding bodies also provide an equivalent to DSA. The University and the College has limited funds available to assist students with specific study-related needs. Notes that the UK government is revising the terms of the DSA and the level of support may change at short notice. Contact the Disability Advisory Service for details.

E.4.3.2. Adjustments in Course and Examination Arrangements

Students with a disability or medical condition who need to apply for special study or examination arrangements will need medical or other independent, specialist evidence to support their requests for those arrangements. These arrangements are authorised by the University, not the College. Depending on individual needs, the kind of adjustments that may be possible include extending a student's period of study, providing readers/scribes or Braille texts, allowing a different mode of assessment, rescheduling of examinations, providing extra time in examinations and extensions to submission deadlines, sitting examinations in College and allowing candidates to use word processors in examinations.

Disabled students and those with medical conditions should contact the Disability Coordinator before arrival in order to ensure that appropriate adjustments are put in place as soon as possible. Students who become disabled or develop a medical condition whilst at Oxford should also inform the College at the earliest opportunity.

E.4.3.3. Dyslexia and/or Dyspraxia Students who think that they might be dyslexic need to be assessed by the University approved chartered psychologists to see whether they are dyslexic or have any other type of specific learning difficulty (SpLD). The assessment costs approximately £400. Providing that the assessment is done by a University approved chartered psychologist, the University Dyslexia and SpLD Fund will offer some financial support towards cost of the assessment. The University will not contribute towards the cost of an assessment undertaken by a non-approved psychologist and may also refuse to accept the report. Students are therefore strongly advised to arrange for an assessment through the Disability Advisory Service. Applications should be made via the Disability Coordinator, who may also arrange for a student to have a preliminary meeting with one of the University dyslexia tutors. Students must undergo such an assessment in order to be able to apply for special examination arrangements and also to apply for Disabled Students Allowances. There are often long waiting times for assessments, so it is best to arrange and appointment as soon as you think there is a need for one.

E.4.3.4 Appeals In accord with the Common Framework on Support for Disabled Students, Keble will comply with relevant legislation, anticipate needs and make reasonable adjustments as required and in a timely manner. If your request for any adjustment is denied you may appeal to the Warden under the terms of the College's Complaints Procedure (Appendix G.4).

E.5. Financial Support for Students

All students are expected to ensure that they have adequate funds for the complete period of their course. This should include costs of University and College fees, accommodation (including vacations), living and travel costs.

- For detailed information regarding student finance (University fees and college battels, student loans, Oxford Bursaries, Access to Learning Funds, College and University Student Support Funds, see Section F.
- For details of academic prizes and scholarships available at Keble, including Keble Association study and travel awards, see above (Section B.6.).
- Students, undergraduate or graduate, who experience unexpected or severe financial hardship may also apply at any time during the year for assistance from the College's

emergency support fund. Applications should be made via the College Welfare and Disability Officer.

E.6. Equality Issues

E.6.1 Equal Opportunities

Keble fully supports the principles of equal opportunities and is committed to satisfying these principles in all its activities. The College's equal opportunities policy statement is set out in Section G.1. Further details of College equality policies on race, sex, gender assignment, disability, faith and belief, sexual orientation and age are available on the Keble College website.

Students who think they have been or are suffering from discrimination of any kind are strongly advised to talk in confidence with a member of the College welfare support team (see section E.3.1.), or the College Equality Officer (see the List of Useful Contacts for contact details).

E.6.2. Harassment

The College is committed to protecting its members from harassment. It has adopted a Policy for Junior Members and Academic/Academic Related Staff on Harassment which is set out in Section G.4. The Policy gives guidance on how any member of the College who has suffered harassment and wishes to make a complaint should proceed. In the first instance, you may find it helpful to seek advice from one of the College's Harassment Advisors.

E.7. Safety and Security

E.7.1. Personal Safety

E.7.1.1. Useful advice on personal safety is provided in the University Student Handbook.

E.7.2. Theft

All Colleges unfortunately suffer sporadically from petty theft, and occasionally from unpleasant intrusions. Any such incident must be reported to the Lodge immediately. Students should lock their doors whenever they are absent from their rooms. They are also strongly advised to insure their personal possessions whether living in College, or in private accommodation.

E.8 PREVENT duty

E.8.1 The Counter Terrorism and Security Act 2015 (section 26) requires universities 'to have due regard to the need to prevent people from being drawn into terrorism.' This is a statutory duty on each individual college as well as the University, alongside other duties including upholding free speech and equality. Conference has agreed that, in Oxford Colleges, the risk of people being drawn into terrorism is extremely low. Therefore, existing welfare, pastoral, and other administrative policies are likely to be adequate to discharge the statutory duty so long as they contain a reference to the need to prevent people from being drawn into terrorism and indicate proportionate and rights-compliant steps to be taken in the very unlikely event that a PREVENT issue ever arises.

E.8.1.1 The college PREVENT Lead is the Senior Tutor, to whom all inquiries regarding the duty, College policy and procedure may be addressed.

E. 8.2 If you have concerns that a student of the College or a College staff member is being drawn into terrorism you should inform the Senior Tutor (PREVENT Lead). The Senior Tutor will seek advice, in confidence and on an anonymised basis, from either the University Director of Student Welfare and Support Services (for students) or the Director of Human Resources (for University and College-only academic staff members). Any referrals outside the College may be made only through the Senior Tutor. Any referrals outside the University may only be made by the Director of Student Welfare and Support Services (students) or the HR Director (staff) and only with the explicit approval of the University Registrar.

E.9. First Public Exam Failure – What happens next?

This has been prepared by Keble College Senior Tutor, in consultation with the JCR Committee, to provide you with information on sources of support and guidance available to you and to answer some of your questions. You will have received information from the College as to the next stages in the academic process. It can be a difficult time, but there are lots of people on hand to offer you support and advice if you want it. This sheet tells you where to find them.

E.9.1. Sources of Advice and Support

E.9.1.1. Your College Tutors

Many students feel apprehensive about contacting their College Tutor, but Tutors tend to be supportive in the event of exam failure. You should remember that they have invested 2 or 3 terms in your education and, in general, would prefer to keep you at Oxford if it seems like the right solution for you. You may want to contact your Tutor about guidance and even possible revision tutorials (which are available at their discretion), or just to discuss the process with them and what your options are. Alternatively, you may prefer to contact the Senior Tutor about these matters. In addition, the various welfare support people in College will be happy to talk to you about the emotional and practical aspects of your situation.

E.9.1.2. Alternative Personal Tutors

All undergraduate students, of course, have individual tutors in their subjects and a Director of Studies who organises their whole programme, and who should always be their first port of call with problems. Additionally each student has an Alternative Personal Tutor who is a teaching fellow of the College and, where possible, is from the same Division (but not the same subject) as the student's area of study. He or she is able to provide additional support to undergraduate students on academic-related coping issues and similar concerns, when they do not feel able to approach their Director of Studies or subject tutor, particularly within some of the "grey areas" of overlap between academic and personal issues. These might have to do with feelings of personal deficiency in relation to their studies, or feeling not able to cope with workload, or questioning their study choices, or similar very stressful issues, which might however not be suitable to take to a "welfare" person in the college.

E.9.1.3. Keble College JCR Officers

The JCR Academic Affairs Officer will be happy to talk to you about exam failure and offer guidance. The JCR Welfare Officers, will also be happy to help. They are unlikely to be in Oxford during the summer vacation, but can be contacted by e-mail.

E.9.1.4. Student Advice Service

This is a confidential listening and advice service funded by OUSU. The student advisor is a trained counsellor, who is able to discuss any feelings or worries you may have. She is also able to

offer constructive study skills advice, including effective revision techniques and stress management. E-mail: advice@ousu.org.