

## Support for Study Policy

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### A. Introduction

1. At ArtsEd, we are committed to ensuring that everyone is able to engage fully with their studies and with our whole community. We aim to maintain an environment which is safe and conducive to learning, teaching, professional development and the wellbeing of all.
2. This policy sets out the steps we will take to support students to meet this aim. We aim to support students to continue their course if at all possible.
3. This policy should be read in conjunction with the following documents, available on [the Policies page of our website](#):
  - Interruption of Study Policy
  - Physical Injury and Recovery Procedure
  - Disability Policy
  - Attendance Policy
  - Safeguarding Policy
  - Student Substance and Alcohol Misuse Policy
  - Student Misconduct and Disciplinary Procedure
4. The above list is not intended to be exhaustive and, where appropriate, other policies and procedures should be considered.

5. All policies are carried out in accordance with our Equal Opportunities Policy, Data Protection Policy and Code of Practice for Freedom of Speech.

## B. Scope

6. This policy should be used for:
  - a. Current Higher Education students throughout their period of study
  - b. Where appropriate, former Higher Education students, who request a return to study
7. This policy may be used if there are concerns about a student's wellbeing and/or behaviour which may be related to their mental and/or physical health, disability or learning difference, and which are having an impact on them or someone else.
8. This policy should **not** be used if the behaviour may constitute misconduct and there is no evidence that it is caused by a mental and/or physical health condition, disability or learning difference. It should not be used in cases of confirmed or potential criminal activity. In these cases, we will follow the steps set out in the **Student Misconduct and Disciplinary Procedure**.
9. There may be circumstances where it is appropriate for us to invoke the Student Misconduct and Disciplinary Procedure even though there may be concerns about the student's health and/or wellbeing. For example, students may be referred to the Student Misconduct and Disciplinary Procedure if their behaviour continues to be disruptive to other students and/or staff and there is no indication of the student's willingness to engage with the Support for Study Procedure.
10. This policy should **not** be used for issues related solely to a student's academic performance, unless there is evidence that this may be caused because the student needs further support to study, as set out in this policy. It may be useful to refer to the **Assessment Regulations** in these cases.
11. This policy should **not** be applied when a student is unable to sit an assessment because of ill health or personal circumstances which are unforeseen and outside the student's control. These cases should normally be managed under the **Extenuating Circumstances** procedure.

## C. Expectations and Support for Students

12. The training at ArtsEd prepares students for the professional theatre, film, and television industry. To succeed, a student must be able to meet industry standards of punctuality, commitment, engagement and preparation.
13. All students will be required to demonstrate that they can meet the following reasonable expectations:

- a. that they can **attend and engage** fully in a range of classes, workshops, rehearsals and performances, including with staff, other students and professionals
  - b. that they can **undertake private study** without supervision
  - c. that they can **participate in assessments** throughout the academic year, with adjustments if required
  - d. that they are **consistently punctual** and abide by ArtsEd's Attendance Policy
  - e. that they are **aware of their own health and safety, and that of others**, including changing behaviour if it is pointed out to them that they are potentially breaching health and safety and student conduct requirements
  - f. that they **engage with recommended support arrangements**
  - g. that they are **abiding by ArtsEd's student regulations**
14. We have a variety of support services available for students who may need additional support to meet these expectations.
15. Students may contact their **Personal Tutor, Head of Year or Course Leader** if they wish to discuss any concerns.
16. Students may also wish to contact the **Student Support team** on [studentsupport@artsed.co.uk](mailto:studentsupport@artsed.co.uk) for an informal conversation or to discuss the wide range of services we offer.
17. We may use a **Student Support Plan** to ensure that a student has the right support and adjustments in place. This plan is drawn up with a member of staff and agreed by the student.
18. Students may contact the **SpLD Study Skills Coordinator** for advice and guidance whether or not they have a diagnosed neurodivergence. Students can contact [studyskills@artsed.co.uk](mailto:studyskills@artsed.co.uk).
19. Students may seek advice from the **Physical Health & Wellbeing Supervisor** about physical wellbeing, including exercise, nutrition, physiotherapy and massage.
20. The **Student Counselling Service** offers a confidential space for students to discuss and seek advice on their psychological wellbeing. This includes:
- a. Short term 1-2-1 counselling which can help students work on immediate problems
  - b. Assistance with developing healthy coping techniques
  - c. Support with gaining understanding of underlying issues
  - d. Assistance with developing a longer-term treatment plan, if necessary
- Students can book a session with our Counselling Service via the counselling referral form available on the [Wellbeing pages of our website](#) or emailing [counselling@artsed.co.uk](mailto:counselling@artsed.co.uk).
21. Occasionally, there may be instances where a student's health, behaviour and/or wellbeing causes us concern about their ability to study on their course and/or as a member of ArtsEd's community. Examples may include:
- a. There is a risk to the student's own health, safety and/or wellbeing, and/or that of someone else

- b. The student's behaviour is at risk of negatively affecting the learning, teaching and/or experience of others (including multiple complaints being made against the student)
  - c. The student's behaviour is, or is at risk of, negatively affecting ArtsEd's day-to-day activities
  - d. The student is in serious and continuous breach of the Attendance Policy
22. In this case, we will usually use the **Support for Study procedure below** to consider how we can support a student more formally, for example with ongoing support meetings and by making sure we have considered all options.
23. **Precautionary measures:** In very serious cases, we will consider whether we need to take temporary precautionary measures before we start the procedure. We would only take precautionary measures if we believe that there is an immediate and significant threat to someone's safety. Precautionary measures are not intended to conclude whether someone is well enough to study. Further details are provided in Appendix 1.
24. **Interruption of Study Policy:** Sometimes, we may not be able to offer the support that is needed for a student to continue with their course. In this case, the student may request an interruption – to take a break from their course for a defined period of time. On occasion, we may decide, after careful consideration via the Support for Study procedure, that the student is *required* to take an interruption.

## D. Procedure

25. If we identify concerns, we will usually invite the student to meet relevant member(s) of staff such as their Personal Tutor, Head of Year or a member of Student Support. We will discuss with the student whether they may benefit from the Support for Study procedure so that we can consider the support that is needed in a more structured way.
26. The procedure has three stages:  
**Stage 1: Initial Support Meeting**  
**Stage 2: Ongoing and/or Serious Concerns**  
**Stage 3: Formal Review**
27. This procedure should be supportive and we want to work with students to identify the best course of action. However, if a student is unwilling or unable to engage at any stage of the procedure, we may need to continue the procedure in their absence.
28. We will offer reasonable flexibility to allow the student to engage if at all possible, either by rescheduling where appropriate, or by holding a meeting online or by phone instead of in person. Students are also able to bring someone with them to support them at a meeting if they wish, such as a friend, family member or member of staff.
29. We will usually start at Stage 1 but may need to begin the procedure at Stage 2 or 3 if we have more serious concerns from the outset.

## E. Stage 1: Initial Support Meeting

30. The relevant Head of Year (or nominee) will contact the student and explain what concerns they have. They will invite the student to a Stage 1 Support for Study meeting. They will usually give two working days' notice of the meeting.
31. The Head of Year may also ask others to provide details and may ask someone else to be at the meeting if appropriate, e.g. a member of the Student Support team.
32. **At the meeting**, the student's Head of Year will talk about the concerns in a supportive, sympathetic, and understanding manner with the student. Together, they will usually discuss:
  - a. What concern prompted the meeting, what impact it might be having and why the meeting is required
  - b. What the student thinks about their own wellbeing or the impact of their behaviour on themselves and others – students are encouraged to share as much as possible so that we can adjust and tailor their support accordingly
  - c. What has already been done to support the student
  - d. Whether any support accessed by the student (internally or externally) is sufficient
  - e. Whether any reasonable adjustments are required or whether any that are already in place need to be amended
  - f. All available other options, including whether it would be helpful for the student to interrupt their studies (have a break from their studies for an agreed period before returning to pick up where they left off)
33. The student will have the opportunity to ask questions about any concerns raised or about the Support for Study procedure.
34. **Outcome:** The Head of Year (or nominee) will decide on one of the following outcomes and is responsible for communicating this to the student and making any follow-up arrangements. They may decide:
  - a. That the discussion at the meeting was sufficient and that no further support is required.
  - b. That the student needs further support, e.g. from study skills, counselling or physiotherapy.
  - c. That the student should be referred to a different supportive procedure such as Extenuating Circumstances or Interruption of Studies.
  - d. That reasonable adjustments should be introduced or amended.
  - e. That a **Student Support Plan is needed** – see below. Although this will be created together with the student, the Head of Year will notify the student that if any agreements from the Support Plan are not complied with, and/or if there is a continuation of the same or any additional concern, additional expectations may be placed on the student and/or we may refer the student to Stage 2.
  - f. That a referral to Stage 2 or Stage 3 is needed, because the concerns are more serious or because the student does not agree with the discussions/suggestions at Stage 1.
  - g. That student's behaviour is a student misconduct matter, and the student is referred to the Student Misconduct and Disciplinary Procedure.
  - h. To recommend that the student seeks medical advice about whether they are able to study without negatively impacting their health or wellbeing or that of

others. If, in the opinion of a medical practitioner or GP, the student is not able to study then Stage 3 Formal Review must be initiated.

35. The outcome will be recorded in writing and communicated to the student within ten working days. A written record of the communication and a copy of any Student Support Plan will also be sent to the Student Support team at the same time as it is sent to the student.
36. Students who disagree with the Stage 1 outcome and/or their Student Support Plan can request to be referred to Stage 2 within ten working days of receiving the outcome.

## **F. Stage 2 (Ongoing and/or Serious Concerns)**

37. Ongoing and/or serious concerns about how a student is able to study or engage with life at ArtsEd will normally be considered at Stage 2. This includes times when impact of the concern is causing significant disruption to this student or someone else.
38. The Head of Student Services (or nominee) will contact the student and explain what concerns they have. They will invite the student to a Stage 2 Support for Study meeting. They will usually give two working days' notice of the meeting.
39. The Head of Student Services (or nominee) may also ask others to provide details and may ask someone else to be at the meeting if appropriate, e.g. someone from the student's School or someone who can provide specialist support such as a counsellor, physiotherapist, study skills coordinator, disability specialist etc. In this case, we will only give other people as much detail about the student and their situation as necessary.
40. Where relevant, records of previous meetings and any Student Support Plans may be referred to as part of the meeting.
41. **At the Stage 2 meeting**, the Head of Student Services (or nominee) will talk about the concerns in a supportive, sympathetic, and understanding manner with the student. Together, they will usually discuss:
  - a. What concern prompted the meeting, what impact it might be having and why the meeting is required
  - b. What the student thinks about their own wellbeing or the impact of their behaviour on themselves and others – students are encouraged to share as much as possible so that we can adjust and tailor their support accordingly
  - c. What has already been done to support the student
  - d. Whether any support accessed by the student (internally or externally) is sufficient
  - e. Whether any reasonable adjustments are required or whether any that are already in place need to be amended
  - f. All available other options, including whether it would be helpful for the student to interrupt their studies (have a break from their studies for an agreed period before returning to pick up where they left off).
42. The student will have the opportunity to ask questions about any concerns raised or about the Support for Study procedure.

43. **Outcome:** The Head of Student Services (or nominee) will decide one of the following:
- a. That the discussion at the meeting was sufficient and that no further support is required, or that the student can be referred to Stage 1.
  - b. That a **Student Support Plan** is needed – see below. Although this will be created together with the student, the Head of Student Services will notify the student that if any agreements from the Support Plan are not complied with, and/or if there is a continuation of the same or any additional concern, additional expectations may be placed on the student and/or we may refer the student to a Stage 3 Formal Review.
  - c. To refer the student directly to Stage 3 because the concerns are more serious, or because the student has not engaged with Stage 2 or does not agree with the discussions at Stage 2.
  - d. To recommend that the student seeks medical advice about whether they are able to study without negatively impacting their health or wellbeing or that of others. If, in the opinion of a medical practitioner or GP, the student is not able to study then Stage 3 Formal Review must be initiated.
  - e. To recommend that the student take a period of voluntary interruption of study – in this case, the student will be referred to the Interruption of Studies Procedure.
  - f. To recommend that the student's behaviour is a student conduct matter, and the student is referred to the Student Misconduct and Disciplinary Procedure.
44. The outcome of the Stage 2 meeting including any required Student Support Plan will be recorded in writing and communicated to the student within ten working days. A written record of the communication and a copy of any Student Support Plan will be retained by Student Support.
45. Students who disagree with the Stage 2 outcome and/or their Student Support Plan can request a Stage 3 Formal Review meeting within ten working days of receiving the Stage 2 outcome.

## **G. Stage 3: Formal Review**

46. The Stage 3 Formal Review may take place in the following circumstance(s):
- a. If we have a very serious concern about the student's behaviour or wellbeing that requires urgent consideration because of its impact on this student or others, including where there is a potential or actual risk to anyone's safety
  - b. Where there is a referral from Stage 1 or Stage 2
  - c. Following a Temporary Precautionary Action
  - d. Where a referral has been made from the Student Misconduct and Disciplinary Procedure
  - e. Where a student does not agree with the outcome at Stage 2
47. At Stage 3, a Formal Review meeting will be arranged. The Head of Student Services (or nominee) will normally inform the student in writing at least five working days prior to the meeting of the date and place of the meeting, the purpose of the meeting, the nature of the concern and that the concerns are being considered at Stage 3 of the Support for Study procedure.
48. If there is any supporting documentation, the Head of Student Services should share this in advance. The student will also be invited to share documents in advance if they

wish. Useful documents may include evidence of the concern or its impact, evidence of supportive steps taken so far, including notes or Student Support Plans from previous meetings, or medical evidence.

49. The Head of Student Services (or nominee) will be present at the meeting. They will also arrange for an independent person to chair the meeting, and for another person to be present who has relevant expertise. For example, this could be a member of staff from the student's School, another member of staff from Student Support or a member of staff from Registry. **These three people will be responsible for making the decision at the end of the meeting.**
50. Others may be invited to join the meeting to provide information where relevant.
51. Where we need additional information from other people, or share information with others, we will only give them as much detail about the student and their situation as necessary.
52. The student will be invited and encouraged to attend and may bring someone with them for support, such as a friend, family member or member of staff. No one, including ArtsEd, would usually be represented by a legal practitioner at meetings or hearings. Under very exceptional circumstances, we may allow a legal professional to attend. Students should seek advice from the Registrar (or nominee) if they wish to consider this.
53. **At the meeting:**
  - a. The Head of Student Services (or nominee) or member of staff from the student's School will set out the concerns, the impact they may be having and what support has already been offered.
  - b. The student will be invited to summarise the concerns from their perspective. Students should tell the staff at the meeting as much as they can about how any support so far has helped, whether there is more we could be doing, and how they feel about their studies at the moment.
  - c. The meeting will consider the options open to them (possible outcomes from the meeting are set out below) and may ask the student how they feel about these.
  - d. The meeting will review any documents shared in advance. The chair may ask the student or the other staff any questions.
  - e. In addition, it may be useful to consider the discussion points outlined for Stage 1 and 2 meetings, especially if those meetings have not already taken place.
54. The student will be asked to leave the meeting and the three members of staff will consider what they have heard. Together, they will decide on the next steps. Wherever possible, they will take into account the student's preference but there are times that we may need to make a difficult decision that we cannot support the student in the desired way at the moment.
55. **Outcome:** They will decide one of the following:
  - a. To draw up or continue a **Student Support Plan**. Although this will be created together with the student, the Head of Student Services (or nominee) will notify the student that if any agreements from the Support Plan are not complied with, and/or if there is a continuation of the same or any additional concern, the student's ability to study may be further assessed and additional-expectations may be placed on the student including a requirement to interrupt their studies or permanent withdrawal from study;
  - b. To refer the student to Stage 1 or Stage 2 for ongoing support via a Student Support Plan



- c. To interrupt the student's study (i.e. require the student to take a break from their studies for a defined period of time, as set out in the Interruption of Studies Procedure). There are likely to be conditions or expectations that a student must meet in order to return to study.
- d. To recommend that the student seeks medical advice about whether they are able to study without negatively impacting their health or wellbeing or that of others. If, in the opinion of a medical practitioner or GP, the student is not able to study, the student will usually be required to interrupt their studies.
- e. To recommend that the student's behaviour is a student conduct matter, and the student is referred to the Student Misconduct and Disciplinary Procedure.
- f. To withdraw the student from their studies. Note that students should only be withdrawn from study as a last resort, where other options have been exhausted and the student has been given reasonable opportunity to become well enough to engage with the course safely and effectively (e.g. after an interruption has already taken place).

## **H. Student Support Plan**

- 56. Student Support Plans are drawn up with the agreement of the student, setting out what steps we can take to support them, along with any expectations that we have of them.
- 57. Student Support Plans created via the Support for Study procedure should include a date for review. At that date, the member of staff responsible for the stage of the Support for Study procedure (usually the Head of Year at Stage 1 and the Head of Student Services at Stage 2 or 3) will review whether there has been any change to the student's health, wellbeing and/or behaviour. They will also consider whether the student has met any expectations that were set out for them.
- 58. If we have less serious concerns, or no longer have any concerns, the member of staff may adjust the Student Support Plan. They may decide that the student no longer needs to be supported via the Support for Study procedure, or that they should be referred to a previous stage of the procedure. We may decide to keep a Student Support Plan in place anyway because we have identified some adjustments or arrangements that need to be continued.
- 59. If the concerns are ongoing, or have worsened, the member of staff may decide to amend the Student Support Plan and/or set a new review date to consider it again. Alternatively, they may decide to refer the student to a later stage of the process.
- 60. As at the original meetings, the person responsible for reviewing the plan will notify the student in writing, with reasons, of the decision they reach, normally within ten working days. They will ensure that any revised plans and/or notes from meetings are retained by Student Support.
- 61. Student Support Plans are usually shared with relevant staff in the student's School and/or Student Support so that appropriate support and adjustments can be offered.

## **I. Interruption of Study and Return to Study**

62. Students who choose or are required to take an interruption of study should consult the Interruption of Studies policy.
63. While on an interruption, students will have access to support services – more details can be found in the Interruption of Studies policy.
64. Interruptions agreed as part of a Support for Study procedure will usually set conditions or expectations that the student should meet before returning to study. This is to ensure that the student is well enough to return and engage effectively, without putting themselves or others at risk.
65. We may ask for evidence to confirm that these conditions have been met. In some cases, medical evidence of a student's readiness to return to study will be required. Where this is the case, evidence submitted must be from a recognised health worker such as a mental health professional, doctor or psychiatrist who has sufficient knowledge of the student and the demands of the course to make an informed decision regarding the student's return to study. Specific reference should be made to the student's readiness to return to study.
66. Prior to the end of the agreed period of interruption, the Head of Year (in consultation with the Head of Student Services) will meet the student to discuss their return to study.
67. The Head of Year and the student will discuss any evidence that has been supplied, and the Head of Year will decide:
  - a. That the student can return, and a plan will be agreed with the student so that expectations are established and they return with all relevant support; **or**
  - b. That there are still concerns about whether the student is able to study safely and effectively, and they will refer the student to a Stage 3 Formal Review meeting.
68. The student will be informed of the outcome of the return to study meeting within ten working days.
69. If a Stage 3 Formal Review meeting is required, the student will be informed of the date, time and place of the meeting and invited to submit any further evidence or a statement that they would like the meeting to consider.
70. The Formal Review meeting will then be held as set out in section G above, and may reach any of those outcomes, including to interrupt the student again or the withdraw the student from their course.

## **J. Support for Study Appeal**

71. Students have the right to appeal the decision reached at Stage 3 of the Support for Study process, but should note that dissatisfaction with the outcome does not constitute grounds for appeal.
72. A student may appeal the decision on one or more of the following grounds:
  - a. that there was a material error in the processes associated with the Stage 3 decision, which affected the outcome;

- b. that new information has become available, which is material to the Sage 3 outcome, and which could not have been made known at the time for a demonstrable and valid reason;
- c. that the decision was not one which the institution could have reasonably reached on the basis of the evidence presented during the Stage 3 meeting.

73. If the student wishes to appeal, they should:

- a. Submit an appeal in writing to [studentcases@artsed.co.uk](mailto:studentcases@artsed.co.uk) within ten working days of the date of written notification of the decision; and
- b. Specify the grounds that they wish to appeal on.

74. The Registrar (or nominee) will consider the appeal and may decide:

- a. To reject the appeal because there is no evidence that the grounds set out above have been met. This includes rejecting the appeal if the documentation is not complete or the appeal has been received outside the timeframe set out above;  
**or**
- b. To uphold the appeal, either fully or partly, and to
  - i. Refer the case back to the previous Formal Review Meeting for further consideration or a Formal Review Meeting for fresh consideration; or
  - ii. Refer the case for consideration under a different policy, procedure or regulation.

75. The outcome of the appeal will usually be communicated to the student within ten working days.

76. A Completion of Procedures letter will be issued when all internal procedures have been exhausted.

## **K. The Office of the Independent Adjudicator for Higher Education**

77. Following the appeal stage, a student may be able to take a complaint to the Office of the Independent Adjudicator for Higher Education (OIA), which is an independent body set up to review student complaints.

78. Information about the OIA and eligibility rules for complaints can be found at [www.oiahe.org.uk](http://www.oiahe.org.uk).

## **L. Reporting and Monitoring**

79. An annual summary report of the number of support for study cases and overall actions taken to resolve them will be received by the Course Board, the Higher Education Committee and the Board of Trustees. There will be no reference to individual cases. The reports will show trends and make recommendations for improvements where necessary. A confidential record will be kept separately of individual cases as determined by the general data protection requirements.

80. The HE Committee and Board of Trustees will also be notified in cases where the Principal or nominee takes temporary precautionary measures.

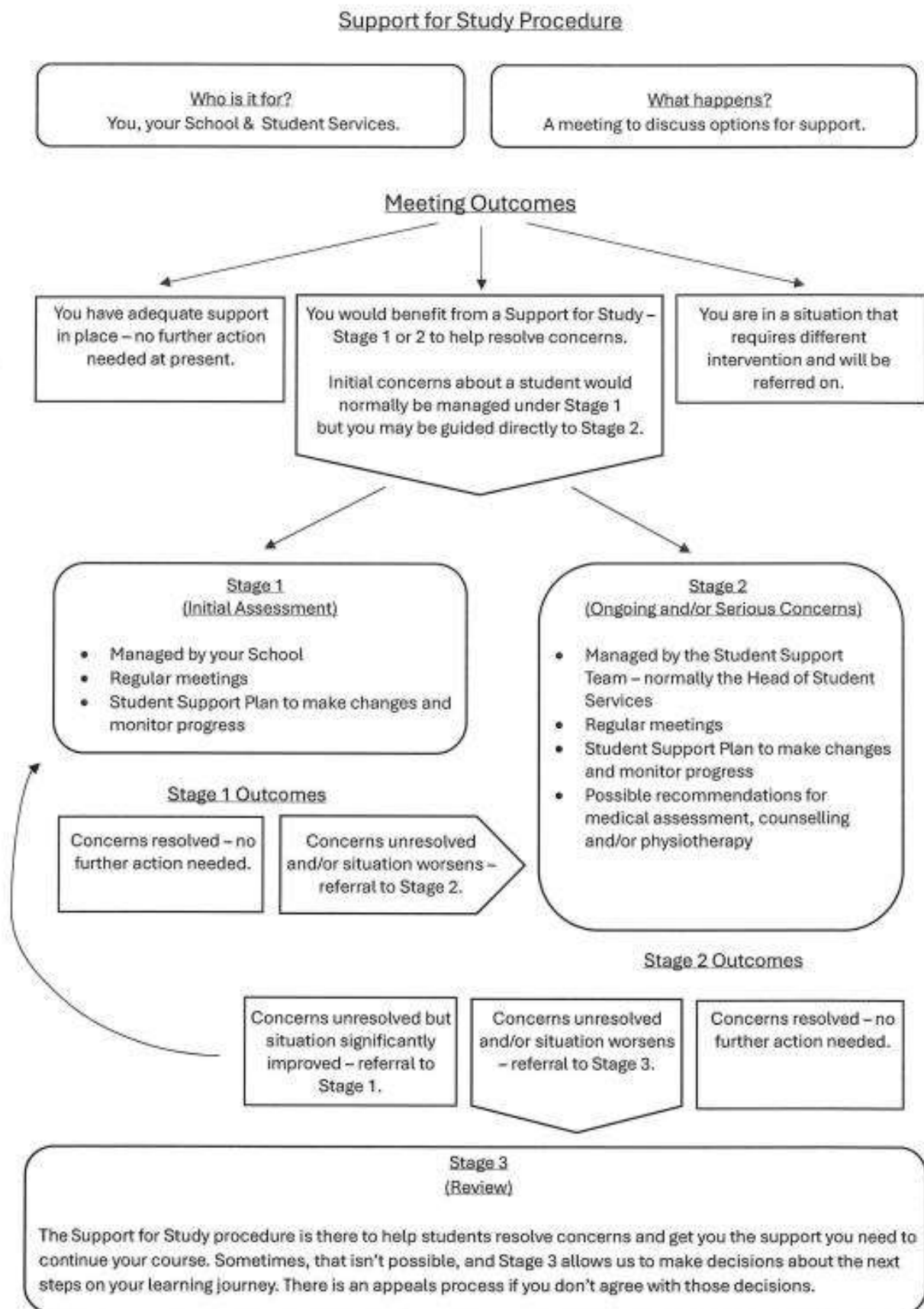
## Appendix 1: Temporary Precautionary Measures

1. Where the Principal (or their nominee), reasonably believes:
  - a. that there is a risk to the health, safety and/or wellbeing of a student and/or to other persons; and/or that the student's behaviour is, or is at risk of, adversely affecting the teaching, learning and/or experience of other students and/or the day-to-day activities of ArtsEd; and
  - b. that immediate action is required

they may determine one of the following outcomes pending the completion of any process under this policy:

  - a. temporarily **exclude** the student from all or specified areas or activities of the institution and/or from using certain facilities or services for a specified period as is reasonable in the circumstances of the matter;
  - b. temporarily **suspend** the student from their studies for a specified period as is reasonable in the circumstances of the matter.
2. Where the Principal (or nominee) takes temporary precautionary measures, they will review at regular intervals whether it is reasonable for the temporary measures to continue or whether they should be revoked, amended or extended.
3. In addition, the Principal (or nominee) will consider whether specific arrangements or exceptions should be made, for example, to permit the student to take part in any assessments.
4. A student will be notified of any temporary precautionary measures in writing normally within ten working days of the decision.
5. The student may **appeal against the decision** within ten working days on one or more of the following grounds:
  - a. that there was a material error in the processes associated with the decision to take temporary measures, which affected the outcome;
  - b. that new information has become available, which is material to the decision to take temporary measures, and which could not have been made known at the time for a demonstrable and valid reason;
  - c. that the decision was not one which the institution could have reasonably reached on the basis of the evidence available at the time.
6. The student must submit any appeal in writing to the Registrar via [studentcases@artsed.co.uk](mailto:studentcases@artsed.co.uk).
7. For the avoidance of doubt, temporary measures will remain in place while the appeal is considered.
8. A member of staff nominated by the Registrar will consider the appeal, normally within five working days, and will decide whether to:
  - a. Maintain the terms of the temporary measures
  - b. Change the terms of the temporary measures
  - c. End the temporary measures

## Appendix 2: Overview of Process



<b>Version Control</b>	
Document Title	Support for Study Policy (formerly Fitness to Study Policy – current policy name from version 2 onwards)
Maintained By	Head of Student Services
Owned By	Registrar
Approving Committee / Ratifying Body	HE Committee
Last Reviewed	June 2025: <ul style="list-style-type: none"> <li>• Name change to ‘Support for Study’</li> <li>• Minor changes to procedure</li> <li>• Clearer signposting to other support and related procedures</li> <li>• Structural and formatting edits</li> </ul>
To be Reviewed	Academic year 2029-30 (or prior if required)
Current Version	Version 2
Location of master document	Organisational File Shares > Policies > HE
Web location	<a href="https://artsed003.blob.core.windows.net/policy/support-for-study-policy.pdf">https://artsed003.blob.core.windows.net/policy/support-for-study-policy.pdf</a>