

Subject: CARE AND CONCERN PROCEDURE

Version: V5-220303

Supersedes:

V4-200606

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1. INTRODUCTION

These guidelines are derived from a similarly titled procedure in place at Middlesex University London. The purpose of the Care and Concern Procedure is to provide all Middlesex University Dubai campus staff with simple and clear guidance on what to do should they be concerned about a student. Care and Concern is a centralised university system that students and staff can use to refer, report, and get support for non-academic concerns - issues relating to the conduct (or potential misconduct), health, wellbeing, risk of harm, or safety of a student, which can affect a student's academic engagement.

The procedure does not manage concerns relating to academic engagement, e.g., attendance, achievement, falling grades or academic misconduct. Concerns relating to these should be referred to existing policies and procedures.

This procedure seeks to provide some good practice guidance for staff in dealing with incidents and scenarios which may be deemed to be of significant concern.

2. PROCEDURE

Care and Concern is a procedure that manages a holistic response to three policies:

- [Safeguarding Policy](#)
 - Any concerns where a student is experiencing, or maybe at risk of, significant harm or abuse
- [Fitness to Study Policy](#)
 - When a student's health may affect their studies
 - Places unreasonable demands on staff and other students, or
 - Impacts negatively on any aspect of university life
- [Student Conduct and Discipline Rules](#)
 - When misconduct has breached the university's Student Conduct & Discipline rules

The Care and Concern procedure has a three-stage approach:

- Stage 1 – Notice, act and refer
- Stage 2 – Referral, information gathering, and decision
- Stage 3 – Follow University Policy or Procedure

Stage 1 – Notice, act and refer

All members of Middlesex University, both staff and students, are encouraged to take action if they notice or become aware of a cause for concern.

Taking action may include an appropriate and proportionate level of enquiry, such as asking, “are you okay?” and making a referral by sharing relevant information through the Care and Concern procedure. It is important to note that referrals are encouraged and that the threshold for reporting is low.

A member of staff identifies a concern due to the actions or behaviour of a student; depending upon the nature of the concern (health, wellbeing, conduct, safety, or vulnerability), a referral should be made as described in stage 2 of the procedure. If the situation is deemed an emergency, staff should contact Campus Security or First Aid Officers via the Reception: +971 (0)4 367 8100 or +971 (0)4 375 1212; or external Emergency Services by dialling 998.

Stage 2 – Referral, information gathering and decision

The first point of contact/referral for all staff members is the Quality Office, details of the primary contact person are as follows:

Named Officer	Job Title	Department	Telephone	E-mail
Ms Sarita Karnik	Senior Quality Officer	Quality Office	04 568 7096	s.karnik@mdx.ac.ae

If the concern relates to **learning disability**, the staff member should contact the following for advice:

Named Officer	Job Title	Department	Telephone	E-mail
Ms Siobhan McNiff	Learning Disability Counsellor	Centre for Academic Success	04 374 8982	s.mcniff@mdx.ac.ae

If the concern relates to **support for under 18 students**, the staff member should contact the following for advice:

Named Officer	Job Title	Department	Telephone	E-mail
Ms Suzannah Fernandes	Senior Student Support Coordinator	Centre for Academic Success	04 361 2755	s.fernandes@mdx.ac.ae

At this stage, information is collected about the concern, followed by a decision about what further action should be taken. The responsibility at this stage lies with the Care and Concern team and not with the person or people who have noticed the concern and made the referral.

Based on the information gathered, a decision is made by the Care and Concern team to either: follow the relevant University Policy or Procedure; place the student on a 'watch-list' or take no further action.

Stage 3 – Follow University Policy or Procedure

This structured approach to Care and Concern ensures that all stakeholders are clear with respect to the boundaries of the Care and Concern procedure about each policy:

- Fitness to Study
- Safeguarding
- Student Conduct and Discipline Rules

The Fitness to Study policy may be followed if the concern relates to health and well-being issues. The Safeguarding Policy/Procedure may be followed if the concern refers to safeguarding. If the concern relates to non-academic misconduct, then the Student Conduct and Discipline Rules may be followed.

3. HATE CRIMES

A hate crime is when someone commits a crime against another person because of that person's disability, gender identity, race, sexual orientation, religion, or any other actual or perceived difference.

It doesn't just mean physical violence. Someone using offensive language towards any person or harassing them because of who they are (or who they think they are) is also a crime. Posting abusive or offensive messages online is also considered an example of a hate crime.

All members of Middlesex University, both staff and students, are encouraged to take action if they notice or become aware of any incidents of hate crime. Students are encouraged to report it even if they are not themselves targeted. Staff or students should report if:

- they are concerned about another student who is experiencing, or is at risk of experiencing significant harm, abuse or exploitation;
- if they may have concerns about another student's mental health and are worried that they might come to harm; or
- they may have witnessed behaviours.

The UAE has promoted and enforced non-discriminatory laws and policies for peaceful co-existence and a sustainable society. The Anti-discrimination/Anti-hatred law is intended to

provide a solid legislative ground for an environment of tolerance, co-existence and acceptance. It aims to fight discrimination against individuals or groups based on religion, caste, doctrine, race, colour, or ethnic origin. For more details, please refer to <https://u.ae/en/about-the-uae/culture/tolerance/anti-discriminationanti-hatred-law>.

4. REVIEW

The policy will be reviewed at least every two years.

5. RECORDING KEEPING

List person(s) responsible for record-keeping and keeping track of changes made to the policy. These should be documented as indicated in the table below.

Amendment History

Previous Version	Changes to the previous version in the current version and date.	Updated by	Authorised by
V2-190901	Title of the procedure changed to Care and Concern	Quality Manager	Director
V3-190915	A section on Hate Crimes was added that refers to the Anti-discrimination/Anti-hatred law of the UAE.	Quality Manager	Director
V4-200606	No changes, date, and version change	Quality Office	Director