Student invited to contact Back on Track: backontrack@hud.ac.uk or to make an appointment at the Wellbeing and Disability Services reception.

Student may be referred to another service within Student Services: Disability support, Mental Health and Well Being, Welfare, Counselling or Careers.

Initial meeting arranged, issues explored, way forward agreed. Back on Track adviser and student agree to keep each other up to date. Student may exit service at this point.

Back on Track Adviser contacts designated or most appropriate member of staff in School: Personal Tutor, Course Leader, or Year Tutor.

Subsequent meetings arranged as necessary to update and consider if support has been effective and appropriate. Student encouraged to return to Back on Track in future and to keep in email contact for outcomes to be recorded.

Signpost student to an outside agency in cases where issues may require specialist knowledge or ongoing intervention/support.

Student may need to contact Student Finance England, or another institution for information.

Student may be referred to another service within the University: Academic Skills Tutors, Admissions and Records, Student Finance Office, or another School or department.