

Signposting and Referral Policy

POLICY DETAILS	
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Related Policies / Procedures	Information, Advice and Guidance (IAG) Policy Admissions Policy Student Support Policy Attendance and Engagement Policy Equality, Diversity and Inclusion Policy Reasonable Adjustment and Fair Access to Assessment Policy Complaints Policy Safeguarding Policy
Effective Date:	28 January 2026

1. Purpose

1.1 This Policy sets out the College's approach for consistent and effective signposting and referral to internal and external support services.

1.2 It ensures applicants, students and graduates access timely and appropriate support to address academic, wellbeing, engagement, employability and personal needs.

1.3 The Policy supports compliance with the Office for Students (OfS) regulatory framework, the UK Quality Code for Higher Education and with the Matrix Quality Standard for Information, Advice and Guidance Services.

2. Scope

2.1 This Policy applies to all higher education applicants, enrolled students and graduates.

2.2 It applies to all staff involved in admissions, academic delivery, student support and employability.

2.3 It covers signposting and referral to academic support, financial guidance, wellbeing, safeguarding and employability support.

3. Definitions

Signposting: The provision of clear information directing an individual to appropriate support services or resources.

Referral: A formal process through which an individual is connected to an internal or external support service for targeted assistance.

Internal Support Services: Support provided by Results Consortium, including academic support, student support, employability and wellbeing services.

External Support Services: Specialist services delivered by third-party organisations, including financial advice, immigration advice, health and mental health services, safeguarding agencies and careers services.

4. Roles and Responsibilities

Role	Key Responsibilities
Senior Leadership	Provide oversight and ensure appropriate resourcing of signposting and referral arrangements
Academic Teams	Identify students requiring support and initiate signposting or referral
Admissions and Student Support Staff	Provide accurate information, initiate signposting, referrals and monitor follow-up
Careers and Employability Team	Signpost and refer students to employability and external careers services
Quality Assurance	Monitor effectiveness, compliance and evidence for review and inspection

5. Procedure

5.1 Identification of Need

Support needs are identified through admissions outcomes, interviews, induction activity, attendance and engagement monitoring, academic review points, disclosures or self-referral.

5.2 Signposting

Clear information is provided on available internal and external support services and access routes. Signposting is documented where appropriate to support continuity and follow-up.

5.3 Referral

Where signposting alone is insufficient, referral to appropriate internal or external services takes place. Referrals are made with the individual's knowledge and consent, except where safeguarding obligations apply. Information shared is limited to what is necessary to enable support.

5.4 Embedded Signposting and Referral Practice

Signposting to IAG services takes place where applicants or students do not meet entry requirements, experience academic or engagement concerns, or require support to make informed decisions about progression. Referral routes may arise from admissions decisions, interviews, induction, engagement monitoring or academic review points. Where formal referral is required, this is recorded and followed up.

5.5 External Referrals

External referrals are used where specialist support is required, including financial advice, immigration guidance, mental health support, safeguarding and careers advice. Individuals receive clear information on the purpose of the referral and any actions required.

5.6 Recording, Confidentiality and Data Protection

Signposting and referral activity is recorded. Personal data is processed in accordance with UK GDPR and the Data Protection Act 2018. Confidentiality is maintained, subject to safeguarding and legal requirements.

6. Role of Admissions Department in Signposting and Referral

6.1 Admissions staff identify applicants requiring academic, financial and welfare support during enquiry, application and enrolment stages. Support is not limited to preliminary stages; students are supported throughout their learning journey.

6.2 Applicants who do not meet entry requirements are signposted to alternative study routes, other course options or external education pathways.

6.3 Admissions staff refer applicants to relevant departments, including Student Support, Welfare services, academic teams, Registry or Employability, where additional guidance is required.

6.4 Admissions signposting and referral activity is recorded to support continuity and audit requirements.

7. Role of Academic Teams in Signposting and Referral

7.1 Academic teams identify early indicators of academic risk, disengagement or support need through attendance, assessment performance and student engagement.

7.2 Academic staff initiate referrals to student welfare and academic support teams, welfare, or employability team where appropriate.

7.3 Academic teams provide subject-specific guidance on progression, assessment requirements, study planning and career pathways.

7.4 Academic teams contribute to monitoring referral outcomes through progress reviews and student support discussions.

8. Student Welfare and Academic Support

8.1 Student welfare and academic support teams receive referrals relating to wellbeing, financial hardship, safeguarding concerns and personal circumstances affecting engagement or performance.

8.2 Academic support includes study skills development, academic writing support, assessment guidance and targeted intervention for students at risk of underachievement.

8.3 Students identified as requiring welfare or academic support are referred promptly to ensure continuity of care and minimise disruption to learning.

8.4 Engagement with welfare and academic support services is monitored to support retention, progression and service evaluation.

9. Role of Career and Employability Team in Signposting and Referral

9.1 The Employability Team provides guidance on career planning, job search, CV development, interview preparation and placement readiness.

9.2 Students are referred to employability support where progression, placement or graduate outcome support is required.

9.3 Employability teams signpost students to external careers services, professional networks and labour market resources.

9.4 Employer engagement activities are used to support work experience, placements and graduate opportunities.

9.5 Employability referral outcomes are monitored to support progression and graduate destination tracking.

10. Equality and Accessibility

10.1 Signposting and referral processes are inclusive and accessible.

10.2 Reasonable adjustments are made in line with the Equality Act 2010 and the Reasonable Adjustment and Fair Access to Assessment Policy.

11. Safeguarding

11.1 Safeguarding concerns are escalated immediately in line with the Safeguarding Policy.

11.2 Confidentiality does not override safeguarding or legal obligations

12. Monitoring and Review

12.1 Signposting and referral activity is reviewed annually.

12.3 Monitoring draws on referral data, learner feedback, engagement and progression outcomes.

12.4 Review outcomes inform service improvement and staff developme

Appendix A: Signposting and Referral - Useful Resources and Contacts Directory

1. Awarding Bodies and Partner Universities

Organisation	Website	Contact
Leeds Trinity University (LTU)	https://www.leedstrinity.ac.uk/	0113 283 7100
Plymouth Marjon University (PMU)	https://www.marjon.ac.uk/	01752 636700
Focus Awards	https://www.focusawards.org.uk/	0333 3447 388
Pearson Qualifications	https://qualifications.pearson.com/en/home.html	0345 618 0440
Highfield Qualifications (HABC)	https://www.highfieldqualifications.com/	01302 363277

2. Finance, Funding and Student Loans

Service	Website	Contact
Student Loans Company (SLC)	https://www.slc.co.uk/	0300 100 0607
Student Finance England	https://www.gov.uk/student-finance	N/A
Education and Skills Funding Agency (ESFA)	https://www.gov.uk/government/organisations/education-and-skills-funding-agency	N/A
Student, Professional and Career Development Loans (Citizens Advice)	https://www.citizensadvice.org.uk/debt-and-money/borrowing-money/types-of-borrowing/loans/student-loans-and-professional-and-career-development-loans/	0800 240 4420
Student Finance Campaign	https://studentfinance.campaign.gov.uk/	N/A

3. Financial Advice and Debt Support

Organisation	Website	Contact
MoneyHelper	https://www.moneyhelper.org.uk/en/family-and-care/student-and-graduate-money	0800 138 7777
Citizens Advice — Debt & Money	https://www.citizensadvice.org.uk/debt-and-money/	0800 144 8848
National Debtline	https://www.nationaldebtline.org/	0808 808 4000
UCAS Managing Money	https://www.ucas.com/finance/managing-money	N/A
MoneySavingExpert (Students)	https://www.moneysavingexpert.com/students/	N/A

4. Fraud Prevention and Consumer Protection

Organisation	Website	Contact
Take Five (Fraud Prevention)	https://takefive-stopfraud.org.uk/	N/A
Money Mule Awareness	https://takefive-stopfraud.org.uk/types-of-fraud/money-mules/	N/A
Action Fraud	https://www.actionfraud.police.uk/	0300 123 2040
National Cyber Security Centre (NCSC)	https://www.ncsc.gov.uk/	0300 020 0964
Consumer Rights (Gov.uk)	https://www.gov.uk/consumer-protection-rights	0808 223 1133

5. Immigration and International Students

Organisation	Website	Contact
UK Home Office	https://www.gov.uk/government/organisations/home-office	020 7035 4848
UK Council for International Student Affairs (UKCISA)	https://www.ukcisa.org.uk/	020 7788 9214
OISC Adviser Finder	https://home.oisc.gov.uk/adviser_finder/finder.aspx	N/A
Citizens Advice — Immigration	https://www.citizensadvice.org.uk/immigration/	0800 144 8848

6. Housing and Accommodation

Service	Website	Contact
Housing Guidance (Gov.uk)	https://www.gov.uk/browse/housing-local-services	N/A
Citizens Advice — Housing	https://www.citizensadvice.org.uk/housing/	0800 144 8848
The Tenants' Voice	https://www.thetenantsvoice.co.uk/	N/A

7. Disability, Learning Support and Equality

Organisation	Website	Contact
British Dyslexia Association	https://www.bdadyslexia.org.uk/	0333 405 4555
National Autistic Society	https://www.autism.org.uk/	0808 800 4102
Disability Rights UK	https://www.disabilityrightsuk.org/	0330 995 0414
Equality and Human Rights Commission	https://www.equalityhumanrights.com/	0808 800 0082
Diversity and Ability	https://diversityandability.com/	0800 978 8303

8. Mental Health, Wellbeing and Crisis Support

Organisation	Website	Contact
NHS Mental Health Support	https://www.nhs.uk/	111
Mind	https://www.mind.org.uk/	0300 123 3393
Samaritans	https://www.samaritans.org/	116 123

Organisation	Website	Contact
Shout Crisis Text Line	https://giveusashout.org/	Text SHOUT to 85258
Rethink Mental Illness	https://www.rethink.org/	0808 801 0525
SANE	https://www.sane.org.uk/	0300 304 7000
Cruse Bereavement Support	https://www.cruse.org.uk/	0808 808 1677
Beat (Eating Disorders)	https://www.beateatingdisorders.org.uk/	0808 801 0677

9. Harassment, Abuse and Violence Support

Organisation	Website	Contact
Women's Aid	https://www.womensaid.org.uk/	0808 2000 247
National Domestic Abuse Helpline (Gov.uk / Refuge)	https://www.gov.uk/guidance/domestic-abuse-how-to-get-help	0808 200 0247
Refuge	https://www.nationaldahelpline.org.uk/	0808 200 0247
Victim Support	https://www.victimsupport.org.uk/	0808 168 9111
Respect (Domestic Abuse)	https://www.respect.uk.net/	0808 801 0327
Galop (LGBT+ Support)	https://galop.org.uk/	0800 999 5428
Rape Crisis	https://rapecrisis.org.uk/	N/A
Survivors UK	https://www.survivorsuk.org/	0203 598 3898
Report Harmful Content (Sexting / Image Abuse)	https://reportharmfulcontent.com/	N/A
UK Government Online Safety Guidance	https://www.gov.uk/online-safety	N/A

10. Health, Safety and Medical Services

Service	Website	Contact
NHS	https://www.nhs.uk/	111
NHS Dentists	https://www.nhs.uk/nhs-services/dentists/	N/A
NHS Vaccinations	https://www.nhs.uk/conditions/vaccinations/	N/A
Health and Safety Executive (HSE)	https://www.hse.gov.uk/	0300 790 6787

11. Prevent Duty and Radicalisation Support

Organisation	Website	Contact
ACT (Counter Terrorism)	https://act.campaign.gov.uk/	0800 789 321
Prevent (Home Office)	https://www.elearning.prevent.homeoffice.gov.uk/	N/A
Prevent for FE and Training	https://preventforfeandtraining.org.uk/	020 3740 8280

12. Careers, Employment and Job Search

Organisation	Website	Contact
National Careers Service	https://nationalcareers.service.gov.uk/	0800 100 900
Prospects	https://www.prospects.ac.uk/	N/A
UCAS Careers Advice	https://www.ucas.com/careers-advice	N/A
NHS Careers	https://www.healthcareers.nhs.uk/	0345 6060 655
Indeed	https://uk.indeed.com/	N/A
Reed	https://www.reed.co.uk/	N/A
CV Library	https://www.cv-library.co.uk/	N/A
LinkedIn	https://www.linkedin.com/	N/A

13. Employment Rights and Legal Advice

Organisation	Website	Contact
ACAS	https://www.acas.org.uk/	0300 123 1101
Citizens Advice — Work Rights	https://www.citizensadvice.org.uk/work/	0800 144 8848
Jobs Aware	https://www.jobsaware.co.uk/	N/A

14. Internal Support Services (Results Consortium)

Service	Contact Details
HSC Student Welfare	hscstudentwelfare.ltu@resultsco.org.uk
PMU Student Welfare	pmustudentsupport@resultsco.org.uk
LTU Student Welfare	studentwelfare.ltu@resultsco.org.uk
HND Student Welfare	studentwelfare@resultsco.org.uk
Dagenham PMU support	dagenhampmustudentsupport@resultsco.org.uk
Crewe PMU Support	crewepmustudentsupport@resultsco.org.uk
Northampton PMU Support	northamptonpmustudentsupport@resultsco.org.uk
Safeguarding	safeguarding@resultsco.org.uk
Student finance info	studentfinance@resultsco.org.uk
Employability Officer	employability@resultsco.org.uk
Placements LTU	placements.ltu@resultsco.org.uk
Placements PMU	placements.pmu@resultsco.org.uk
Placements HSC	placements.hsc@resultsco.org.uk

15. Emergency and Urgent Support

Service	Contact
Police / Ambulance / Fire	999
NHS Non-Emergency Medical Support	111