

INTO WELLBEING AND FITNESS TO STUDY POLICY STATEMENT

Last updated: June 2026

Introduction

Note: The approach detailed in this document applies to eligible students studying at eligible academic levels across our INTO International Study Centres and Kings Education teaching entities.

INTO is committed to supporting student wellbeing and recognises that a positive approach to the management of physical and mental health issues is critical to student learning, academic achievement, and the wider student experience.

This Policy Statement sets out how an INTO Centre may respond to instances where a concern is raised regarding a student's fitness to study and the type of action that the relevant INTO Centre may take to manage the matter and support the student.

IMPORTANT: specific operational procedures for students may differ according to each INTO Centre, which operates its own individual Policy Statement. Separate policies, processes and approaches may apply to those studying on Child Student visas at our Kings Education entities

This Policy Statement is principally designed to be supportive of students who face difficulties that may result in their actions or behaviour giving other students or staff at INTO cause for concern. Nevertheless, at any point before or during the use of this Policy Statement INTO reserves the right to initiate any conduct procedures it may deem appropriate.

INTO will comply with all relevant legislation such as the Data Protection Act 2018, the Mental Health Act 1983, the Human Rights Act 1998, the Equality Act 2010, and the general rights and expectations of a student with respect to confidentiality. In cases where the formal stage of this Policy Statement has been invoked, consideration will be given as to which members of staff, within both INTO and the INTO Centre, need to be aware of any decision reached, and the student should be told who will be informed. Where appropriate and in consideration of data protection legislation, INTO and the INTO Centre will make a decision about whether the student's emergency contact/next of kin should be informed, and discuss with the student whether any third party support services should be contacted.

INTO acknowledges that as a result of this Policy Statement and its operational procedures, it will receive personal data of a sensitive and/or confidential nature pertaining to a student, and shall ensure that all such data is handled and processed in accordance with INTO's Privacy Policy, available here: <https://www.intostudy.com/en/legal-and-privacy-policy>.

Each INTO Centre also has its own Privacy Policy, available on request.

Reasons to use this Policy Statement

A student's fitness to study may be brought into question for many reasons and in a wide range of circumstances. These can include (but are not restricted to) the following:

- The student has told a staff member that they have a physical or mental health issue;
- Serious concerns about the student emerge from a third party (e.g. housemate, friend, colleague, medical professional etc.);
- There is evidence to suggest that the student may have a condition which is having a significant and adverse impact on their health, or which causes them to have difficulty responding to adjustments of a reasonable nature, but the student does not accept this evidence or demonstrate an awareness of their condition;
- The student exhibits behaviour which would otherwise be dealt with as a disciplinary matter, but which it is considered may be the result of an underlying physical or mental health problem;
- The student's academic performance or physical conduct is not acceptable and this is thought to be the result of an underlying physical or mental health problem.

Staff members who have these concerns, or have been alerted to them by others, should seek advice (in accordance with the relevant INTO Centre's procedures) about the appropriate first step and who should undertake it.

Structure of the INTO Centre Policy

Each INTO Centre's Policy has a tiered approach to reflect the seriousness of the matter and allow for any necessary escalation. The issue or situation of concern may be resolved at any stage. If the concerns are not remedied by the recommended and agreed actions at one stage, the next stage may be instigated.