



# Student Support Quick Guide: A student is unexpectedly missing

## What should you look out for?

There are many reasons a student may not be attending their course, some of which may be a cause for concern. While we recognise that our students are adults, who have the right to disengage from their studies, we believe that we have a duty of care to ensure our students' wellbeing and safety.

If you have reason to believe that a student may be at risk of harm, for instance you are aware of a particular vulnerability or mental health concern, or it seems out of character based on your knowledge of the student, then it is important to raise concerns quickly.

## What should you do?

### 1. If a student is missing, but there is no other cause for concern.

You do not need to take any action. Our Student Engagement Reporting procedure informs the student's Personal Development Tutor (PDT) if a student does not engage with university systems for 2 weeks, at which point the student's PDT will attempt to make contact with the student. If the PDT is unable to contact the student, this is escalated to the Keep on Track Team, and then, if necessary, the Safeguarding Team. See guidance in the [Non-engagement Reporting Guide document](#)

### 2. If the student is missing, and this is out of character, or there is a pressing academic need to contact the student.

You can [report an engagement concern to the Keep on Track team through their referral form - https://forms.office.com/e/bCxeCyPEmG](#). They will attempt to contact the student via their university

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email address, personal email address and by phone. They may also contact the student's trusted contact or escalate to the safeguarding team.


### 3. If the student is missing, and you are aware that this student is experiencing mental health difficulties and/or is otherwise vulnerable/at immediate risk of harm.

You can report this to our safeguarding team at [safeguarding@napier.ac.uk](mailto:safeguarding@napier.ac.uk), Monday – Friday, 9am to 5pm. If it is out of hours and you believe the student is at immediate risk of harm, please contact emergency services by phoning 999.

### What happens next?

All three routes are designed to ensure that the student receives the support they need. Once we have established contact with a student to ensure their wellbeing, we will make them aware of additional support available through the university. We will let you, as the referrer, know we have made contact with the student.

Last updated August 2024.  
For further information or to provide feedback about this Quick Guide, please [contact dlte@napier.ac.uk](mailto:contactdlte@napier.ac.uk)

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