

THE STUDENTS' UNION (THE SU) ADVICE & SUPPORT CENTRE TERMS OF USE

Rationale: To set out the conditions of use for any student using the services provided by The SU Advice & Support team.

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Who can access the Advice & Support Team

Any student can access professional and confidential advice from the Advice & Support team in person, by phone or email.

Confidentiality

Anything disclosed between a student and the Advice & Support team will be kept confidential unless their permission has been given to share this information with a third party.

The team will only breach confidentiality with a student on the following conditions:

- concerns that a person may be at risk of harming themselves or others;
- concerns that a serious crime may have occurred or is about to be committed.

For the purposes of ensuring the student receives the best advice the team may also discuss cases internally and, where relevant, with the Deputy Chief Executive and Community Officer.

All data collected is kept securely and done so in line with The SUs' [Privacy Notice](#) and [Data Protection Policy](#).

Managing conflicts between different students

There may be occasions where the interests of different students using the service are in conflict with one another.

Where this occurs the Advice & Support team will make arrangements to ensure that each student equally receives access to confidential impartial advice and support.

Where possible this will be done without either of the student's knowledge to ensure disruption is kept to a minimal.

Services provided

The Advice & Support team specialise in advice and support around the following areas:

Academic issues:

- Academic appeals and reviews
- Changing course
- Individual mitigating circumstances
- Assessment offences

- Course complaints
- Preliminary disciplinary procedures

Housing Issues:

- Finding accommodation
- Contract check or issues
- Moving in
- Council tax
- Landlord Issues
- Disrepair
- Moving out

Personal Issues:

- Harassment
- Discrimination
- University Complaints
- Disciplinary
- Access to Legal support

However, students can come to the Advice & Support Centre with any queries. The Advice & Support team will do their best to advise or signpost students to another internal or external service.

Signposting to other services

Where a student seeks advice and support not covered under 'services provided' by the Advice & Support team or beyond their scope to handle they will, where possible, either:

- signpost them to an internal or external service that can help them; or
- pass their details, with the student's written permission, on to an internal or external service that can help them.

Refusal of service

The Advice & Support Manager may, at their discretion, choose to refuse service to a student if:

- they have become rude, obnoxious or threatening to staff;
- no further advice & support can be given to them.

If the Advice & Support Manager chooses to exercise this right they will email the student to:

- inform them that they are being refused further service;
- explain on what grounds this decision has been made;
- explain how they may appeal this decision.

Any student who believes they have been refused service unfairly may appeal this decision by raising a complaint in accordance with The SU Complaints & Disciplinary procedures.