

# UNIVERSITY OF SALFORD STUDENTS' UNION

## Equality and Diversity Policy

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The purpose of this statement is to uphold the principles of equal opportunity and respect as the basis human rights of all users of the Students' Union. Its aim is to ensure that no student receives less favourable treatment from any member or guest of the Union on grounds of political beliefs, sex, race, ethnic or national origin, religion, age, disability, sexual orientation, social class, marital status or any unjustifiable distinction.

1. The Union will endeavour, wherever possible, to promote and campaign for equality for all its members in order to provide a relaxed, non-intimidating environment which provides conditions to meet the needs of each individual student. It will introduce measures to combat all direct and indirect discrimination in our employment practice and our service delivery
2. If you feel we are not meeting the above aims, please contact a member of staff or ask for a copy of our complaints procedure.
3. The Students' Union Policy statement on Equality and Diversity is available on the Union Website, in the Constitution and also in the Equality and Diversity Policy document. For more information ask a member of staff at the general office.
4. The Students' Union promotes its services at targeted times throughout the University Calendar year. It also identifies and targets events at specific groups of students (e.g. sexual health clinic for ethnic minorities).
5. The Students' Union, its services and facilities are publicised in a variety of different media.
  - Prospective students are able to find out about the Union's services and facilities from the University prospectus and also through marketing literature which the Union sends out during the summer on an annual basis.
  - The Student Officers take part in talks and student support promotional events for new students during the induction week and also at key points throughout the academic year.
  - The Student Newspapers which the Union produces details news events and student related information
  - Other forms of media are also used these include Message of the Day, the Union Website, publicity material and resources and posters
  - The literature which the University Alumni Office produces details the Union services available to students once they have graduated from the University
6. The Students' Union Advice Centre monitors those clients who visit the centre. This enables information to be gathered on the demographics of the users and also the nature of their enquiry. It can also be used to inform future practice
7. The information is collated on a monthly basis and an annual report is also produced. The information is reviewed by Union committees and may also be shared with relevant University Committee. The information gathered does not identify specific individuals.

8. There are also other areas of the Union where student details are collected. These include those students who apply for an NUS card, clubs and society members and student representatives.
9. There are feedback forms provided in the Advice Centre. There are also posters outlining who clients should contact if they have any suggestions or comments to make about the Advice Centre.
10. There is also the option of the Union running targeted consultation groups with specific groups of students to find out more information about how the Advice Centre can most effectively meet their needs.
11. More broadly the Union also uses annual surveys as a way of gathering information and opinion on the Union and its services
12. The Advice Centre staff have guidelines on the referral of clients. Staff are aware of the limitations of their role and the level of service that the Advice Centre is able to provide
13. The Advice Centre staff have a good working relationship with agencies within the University. This ensures that the staff are able to work together for the benefit of the students and their needs
14. The Advice Centre will endeavour to support clients' needs. It will use the monitoring information to highlight specific issues which need to be addressed either by the Union or with the University and or an external agency.
15. The University of Salford Students' Union Advice Centre aims to provide service of a standard acceptable to all our users. If we fail to do this we want to know about it. This will enable us not only deal with the specific problem, but also avoid it happening again.
16. There is a complaints procedure which sets out how to take up matters if you think the service you have received from the University of Salford Students' Union is unsatisfactory.
17. Ask the General Office or the adviser who sees you for further information.
18. The Union Constitution outlines how complaints about the Union will be handled more broadly and the action that will be taken.