

LUSU ADVICE SERVICE PROVISION POLICY

HOW OUR SERVICES WORK

We endeavour to make sure that all our services are student-centred and are:

- Free & accessible
- Impartial and non-judgemental
- Confidential
- Aimed at empowering students to recognise and understand the issues they face and support them in taking action to resolve them.

WE'RE LINKED TO ...

A number of national welfare and advice related organisations, including:

- [National Union Of Students](#)
- [AdviceUK](#)
- [National Association of Student Money Advisers](#)
- [UK Council for International Student Affairs](#)
- [Child Poverty Action Group](#)
- [Disability Alliance](#)

HELP & SUPPORT

WE HAVE...

Expertise in a number of areas, and if we can't directly help you, we will refer or signpost you to the correct people or services.

WE DO...

Support any [full member](#) of the Students' Union. We have a team of professional advisers to provide free, confidential and accessible help and advice and we're happy to provide information and advice over the phone, by email or face to face.

WE WILL...

Help **you to solve your own problems**. We will work with you so that you:

- understand the situation that you are in
- know your options
- can decide what to do next

WE CAN...

- Help you to write statements and letters, complete forms and lodge formal complaints
- Explain university procedures and policies
- Mediate if there are problems between you and other individuals
- Accompany you to any meetings or hearings you're asked to attend within the University
- Give you general information and advice on financial, wellbeing or housing issues

WE EXPECT...

Our staff and services to be treated with respect.

SERVICE PROVISION AND ACCESSIBILITY

- The service aims to have advice/an adviser available Monday – Friday 9-5pm [with the exception of University statutory holidays]
- Students can use the service directly face to face, via email, web or telephone.
- In exceptional circumstances when LUSU cannot offer a service provision, clients are referred to alternative providers
- In the event of an unexpected staff absence, pre-arranged appointments will be rescheduled
- During busy periods opening hours, face-to-face enquiries will take precedence over telephone and email enquiries
- For face-to-face enquiries, drop-ins and appointments, students will be offered confidential interview space

DROP-IN SERVICE

- LUSU Education and Support operates a drop-in policy during weekday afternoons (1pm-4.30pm)
- If an adviser is free, students will be offered a 'triage session'. Triage sessions are where a client is given the opportunity to explain the basics of their enquiry and a later appointment can be set up if it is not possible to immediately deal with their case
- If an adviser is unavailable, students are requested to make an appointment via the Students' Union Welcome Desk

APPOINTMENT SERVICE

- Students can book adviser appointments through the Students' Union Welcome Desk, by email, or by phone
- Appointment slots will last 30 minutes and can be booked no later than 4.30pm
- Appointment holders will be asked if possible to email advisers with background information prior to their appointment

TELEPHONE & EMAIL ADVICE

- Email or phone advice is available within the same hours as the drop in and appointments service
- Our ability to offer advice using these methods may be more limited. If it is necessary to speak to a client face-to-face or view supporting documentation this will be requested
- Email or phone availability cannot be guaranteed if the Students' Union is experiencing technical difficulties. Where advice/information has been delayed due to technical difficulties the adviser will make the client aware that this has been the case at the earliest opportunity

SERVICE WITHDRAWAL

Service withdrawal is reserved for exceptional circumstances. Advice services will be withdrawn in circumstances where a client is:

- Deemed to be abusive or threatening. The Students' Union does not tolerate intimidation, abuse or any other form of aggressive behaviour
- Consistently seeking to engage with the service in an inappropriate manner causing disruption to the service. Clients will have been made fully aware of the service offering and given opportunity to engage within these boundaries

REASONABLE ADJUSTMENTS TO SERVICE

The Students' Union will make reasonable adjustments to services to assist students with constraining circumstances or disability issues if students make advisers aware of issues upon first contact. This can include:

- Ensuring wheelchair accessible interview space
- Providing information in an alternative format
- Offering a late appointment
- Offering a meeting in an alternative meeting space on the Lancaster campus
- Text phone and induction loop facilities

ADVISERS WILL NOT

- Make visits to private campus residences
- Deliver representation outside of the Lancaster campus