

UWSU Advice Service Standards Statement

Free | Confidential | Independent | Non-judgemental | Empowering

What is the UWSU Advice Service Standards Statement?

This Service Standards Statement outlines the standards principles that have been set, how our service works, and how you can provide complaints or feedback on our service.

Service Standards Principles

- Free
- Confidential
- Independent
 - Our advice is independent of the University so that your interests are represented in the advice and information we provide.
- Non-judgemental and impartial
 - We will provide you with information and advice without judgement.
 - We will treat you with respect and courtesy at all times.
- Empowering
 - We aim to empower students to act for themselves
 - We will provide advice and information about UoW academic regulations and procedures, identify your options and next steps, but we will not make decisions on your behalf.

How the service works

We offer advice on:

- Appeals
- Complaints
- Mitigating Circumstances
- Disciplinary and Fitness to Study
- Academic Misconduct
- Accessing other services

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Receiving Advice

Self-help resources:

- Students are also able to access information and resources online at:
 - www.uwsu.com/academic-advice
 - <https://www.westminster.ac.uk/>

We offer advice via:

- In-person appointment
- Phone appointment
- Email

Appointments:

- Monday-Friday, 9am-4pm (during term time)
- 45 minutes (maximum). If you still need further help, we will book you in to the next available appointment.

Hearings:

- At the discretion of UWSU Advice, we may accompany you to a meeting or hearing. This will depend on staff availability and if you have given us enough notice (2 working days or more).
- It's the student's responsibility to inform UWSU Advice of the date, time, location of the meeting or hearing, and to provide us with any relevant paperwork as soon as it is received, no later than 2 working days before the meeting or hearing.
- If UWSU Advice cannot accompany you, it is your responsibility to find someone else should you wish to.

Contacting UWSU Advice Service

- Send us a query or request an appointment by completing the online form at: [**www.uwsu.com/advice**](http://www.uwsu.com/advice)
- We aim to respond within 3 working days.

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What you can expect from UWSU Advice Service

- We will treat students with respect and courtesy at all times.
- We will aim to ensure that students wait no longer than 3 working days to see an advisor.
- We will attempt to see students at any of our campuses whenever possible. Where this is not possible, we will provide advice via email or telephone.
- We will signpost/refer students to an agency that may be able to offer assistance when we are unable to provide information or advice
- We cannot give any guarantees on the outcome of your case and all advice is based on information provided to us by students.

Emergency or Crisis Situations

- We are not an emergency service. We offer practical information and advice. We are not trained counsellors and do not offer counselling.
- If all, or part, of your situation requires support beyond our service, we will refer or signpost you to a more appropriate, specialised service. (

Confidentiality Policy

- We will not discuss a case with any 3rd party unless we have written consent from a student (unless required to do so by law or where we believe a risk of harm is present to the student or somebody else).

Conflict of Interest

- A conflict of interest may arise if two students in dispute with one another consult UWSU Advice. In this situation, we will try to arrange for each student to be represented by different UWSU Advice staff members, otherwise we will have to refuse our service.

Refusal or Withdrawal of Service

- UWSU Advice reserves the right to withhold or terminate our service, this is may be for various reasons, which may include:
 - If you do not show up for your appointment on two occasions, we will not be able to offer you any further appointments unless there are exceptional circumstances as to why you were not able to attend
 - If we do not receive the requested information about you, and enough information about your case to support you.
 - If we receive information from you that we believe is misleading or untruthful.
 - If we have supported you to the best of our abilities, and believe there is nothing more we can do for you regarding a specific case.
 - Abusive, threatening or aggressive behaviour or language from you. If this happens, you will be asked to leave and, if deemed necessary, Security staff will be alerted.
 - Conflict of interest that we cannot support (see Conflict of Interest)
- If a student misrepresents to a third party the advice given by UWSU Advice, we reserve the right to clarify this with the third party.

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What we expect from you

- You to treat staff with respect and courtesy at all time.
- You provide us with accurate information about your case to the best of your ability so that we can support you effectively and give you the correct advice.
- You keep to appointments.
- If an appointment is no longer required, you must to cancel with at least 24 hrs notice.
- If you are running late, please let us know ASAP. Please note: Your appointment will end 45 minutes from the scheduled start time. If you need more time, a follow up appointment will be booked at the next available time slot.
- Provide us with all documentation relevant to your case.
- Keep us updated of any developments of their case or any changes to your contact details.
- Take ownership of your case, including any actions you undertake.

If you have a complaint

- If you are dissatisfied in any way with the standard of service offered by UWSU Advice, including staff actions or lack of action, we ask that you first try to resolve the issue informally in writing.
- If the matter is unresolved, please follow the UWSU Complaints policy.