

SU Advice Service User Agreement

This guide sets out what you can expect from University of Gloucestershire's Students' Union (UoGSU) Advice Service and what we expect from our users. Any student engaging with our service must adhere to the expectations set below to ensure continued use of the service.

Advice Service aims and purpose:

The SU Advice Service at UoGSU offers a non-judgmental service focused on providing confidential, impartial, independent support and advice.

The SU Advice Service is part of the University of Gloucestershire **Students' Union** and therefore is separate and independent from the University of Gloucestershire.

- We can provide specialist, professional 1-2-1 guidance around academic issues, and offer support and signposting for a variety of other issues related to financial and cost of living support, wellbeing, and more.
- We are here to support you through disputes with the University, general guidance on academic processes and supporting you to find what the next steps for you could be.

Students who seek our support must take responsibility for their own decisions based on the advice we give.

What you can expect from University of Gloucestershire SU Advice Service:

- We will handle cases through our casework system.
- We will not discuss matters brought to us outside the advice spaces or Student Voice team, unless there is a duty of care concern.
- We will advocate for you to the best of our abilities.
- We will supply you with information relevant to your case and support needs.
- We will provide you with comprehensive information, such as other available University services, academic regulations, food and community support services.
- We will actively listen to concerns and provide support and signposting where appropriate.
- Clients should feel that their affairs are being dealt with promptly and in a competent manner.
- Contact with clients will be friendly and efficient.
- We provide a space that feels safe and approachable

What we expect from users of the service:

- You are expected to attend meetings on time. Missing an appointment by more than 15 minutes, without contact to forewarn will result in the appointment being given to another student or resources being moved elsewhere. Repeated absences of appointments may result in limited access to the service.
- We ask that you provide as much relevant information as possible. Details left out that are relevant to the concern will limit the amount of specific advice and information that can be given.
- Clients should contact the Advice Service as soon as they are aware that they may require the support of the service.
- If a client fails to make contact in good time before a scheduled meeting they may risk not having support and/or representation. If a client contacts the Advice Service with less than 3 working days' notice of a scheduled panel meeting the adviser may inform them that there is no provision to assist with the student at this time. This does not restrict the adviser from further assistance after the panel date.
- Contact includes via email or booking a meeting and completing the inquiry form.

Service withdrawal

The Advice Service is here to support all students but there may be circumstances or occasions when it is not possible to help or assist.

Situations when a user's right to access could be withdrawn could include (but is not limited to)...

- There is a conflict of interest.
- The adviser feels uncomfortable or threatened
- There is a conflict with another case
- An adviser is not available
- The client didn't contact the Advice Service in sufficient time for a panel or hearing, or was unable to provide required information
- The client has repeatedly booked appointments which they have failed to attend and failed to give notice of non-attendance

By booking in your appointment, you agree to the code of conduct laid out in this form. Failure to adhere to this code of conduct may result in restricted use of the service or barring from the service. Your wellbeing and the wellbeing of our Advice Staff are central to our service.