

Service Standards Statement

Independent | Non-judgemental | Confidential | Empowering

Principles of service

UWLSU Advice provides a free, non-judgemental and confidential service to all students of The University of West London. We are committed to providing the best possible service and will work in partnership with University departments and external agencies as and when necessary to achieve the best outcome for our students.

In accordance with charity legislation and the 1994 Education Act, UWLSU Advice is for the benefit of UWL students only. To avoid confusion, this does include students studying at academic partners of UWL, however a referral from an academic partner to UWLSU's advice service may only be accepted when the relevant procedures of the academic partner have been exhausted. When a student has been withdrawn from UWL, or initiated a self-withdrawal, we will continue to advise them until UWL notifies them of the completion of a procedure. Should a withdrawn student wish to take their case to the Office of the Independent Adjudicator (OIA) after receiving a completion of procedures letter from UWL, we can support them to do this until the OIA either deems their case out of time or completed.

Ours is a self-help service, advising students through UWL academic procedures such as mitigating circumstances, appeals, disciplinary, academic offences, complaints and fitness to practice. We will endeavour to provide advice and information about these processes to students using our service, and we will inform students that they are ultimately responsible for their case.

Where a student informs us that they have access requirements, every effort will be made to accommodate reasonable adjustments that will help them access our service and further their case. In these instances, the Advisor will discuss with the student any appropriate actions they can take to support them on a case-by-case basis.

We primarily operate and advertise a drop-in service at UWL's St Mary's Road and Paragon campuses to ensure that students can access us when they need us. We also operate a proactive advice project called UWLSU Advice on Tour, which delivers low level advice and signposting information to students from different points across our three campuses on a roving basis.

Levels of service

	What support students can expect from this service
UWLSU Advice on Tour Project	1.A short conversation with a Student Support Assistant at the Advice on Tour desk 2.Advice and guidance on how to complete a form or process relating to mitigations, appeals, academic offences and complaints; 3.Signposting information for appropriate services based on a student's query
UWLSU Advice case triage	1.Generally speaking, but certainly during busy periods, students who check-in for an

	<p>Advice appointment may have their case triaged to assess the most appropriate level of support.</p> <p>2.If the person triaging the case can provide advice and guidance on a straightforward matter, they will do so OR</p> <p>3.They will refer the case into the drop-in service OR</p> <p>4.They will signpost the student to another service if UWLSU Advice cannot assist them.</p>
UWLSU Advice Drop-in	<p>1.A 20-minute drop-in appointment with an Advisor</p> <p>2.Casework support including advocacy on behalf of students on UWL’s academic regulatory processes;</p> <p>3.Provides signposting information and conducts referrals to appropriate services based on students’ needs</p>
UWLSU Advice emergency or accessible appointments	<p>1. As above but with a scheduled appointment time with up to an hour allocated for the appointment.</p>

What students can expect from us

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 aim to see students within 30 minutes of checking in to our drop-in service hours within 10 minutes of a scheduled appointment time (or provide an explanation if we are not able to)

We will respond to students’ letters, emails and telephone messages within 3 working days of receipt (or provide an explanation if we are not able to)

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 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). Students can access our Confidentiality Policy at www.uwlsu.com

What we expect from students

That you will treat our staff, Elected Officers and other students in the SU with respect at all times

That you will 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

That you will use our service to take ownership of your case and undertake actions we recommend to further your case

That you will keep us up-to-date with your case and ensure we have your most up-to-date personal contact details so that we can keep in touch with you

