



## The Advice Service Charter

The SU Advice Service is independent from the University, therefore we can offer full time and part time students free, impartial, confidential advice on a range of academic issues relating to your academic experience.

The purpose of this charter is to outline what you can expect from the advice service and what the advice service expects from you.

### Our Values

#### **Inclusive**

Positive action will be taken to identify and remove barriers to service use, ensuring opportunities for student feedback. This feedback will ensure the service is fit for purpose.

#### **Progressive**

The knowledge base of The Advice Service staff will be up to date and relevant, enabling them to provide you with the most accurate advice.

#### **Passionate**

Our staff are motivated, passionate and driven to providing excellent experience for all students, from the first point of contact to the close of a case.

#### **Trust**

The Advice Service will treat student interactions in the strictest confidence as outlined in our Confidentiality Policy. The advice service will only break confidentiality if there are serious safeguarding issues.

#### **Balance**

The Advice Service will be operated on a basis of mutual respect. If this is broken, The Advice Service staff will reserve the right to limit or withdraw service support.

### Using the Advice Service:

The Advice Service is situated in the Solent Students' Union Office which can be found in JM117.

#### **The Advice Service opening times:**

- Monday 10:00 – 12:00 and 14:00 – 16:00
- Tuesday 10:00 – 12:00 and 14:00 – 16:00
- Wednesday 10:00 – 12:00 and 14:00 – 16:00
- Thursday: CLOSED
- Friday: 10:00 – 12:00 and 14:00 – 16:00

#### **Contact details:**

E: [SU.Advice@solent.ac.uk](mailto:SU.Advice@solent.ac.uk)

Tel: 023 8201 6428

## **Getting in touch:**

You can access the service for appointments, drop in and telephone calls during these times:

- Monday 10:00 – 12:00 and 14:00 – 16:00
- Tuesday 10:00 – 12:00 and 14:00 – 16:00
- Wednesday 10:00 – 12:00 and 14:00 – 16:00
- Thursday: CLOSED
- Friday: 10:00 – 12:00 and 14:00 – 16:00

Appointments are booked for 45 minutes but can be shorter depending on the issue.

As part of our commitment to an excellent student experience, we aim to respond to students within two working days, this will be during periods in which the service is fully staffed. During busy periods this response time may need to be extended, we recommend that students try and book appointments in advance where possible.

The Academic caseworker prioritises their workload according to urgency and where deadlines apply will always try to give advice within this timeframe. However, it is helpful if you seek advice as soon as the issue arises.

## **Expectations**

### **What you can expect from The Advice Service:**

- We provide students with information, advice and guidance which will enable them to make informed choices and decisions with regards to the options available and the consequences of any such options.
- We will represent or accompany students at internal university hearings, meetings and panels.
- We can signpost or refer students to the appropriate university departments or alternative organisations if it is in their best interest.
- We aim to create an environment in which everyone feels safe, valued and respected by delivering the highest standards of care to students who will be treated with courtesy and respect at all times.
- Advise students that abusive behaviour, violence or the threat of violence will not be tolerated. Neither will abuse which is considered discriminatory towards a protected characteristic in the Equality Act 2010.
- Implement policies which uphold the safety and dignity of the Advice Service staff and students.
- Be clear about to all students the standards of courtesy and behaviour we expect.

### **What the advice service expects from you:**

- Be on time to your appointments. Please give the Advice Service sufficient notice if you are unable to attend in order that the appointment may be offered to another student.
- Adhere to all agreements made between the student and the Academic Caseworker.
- Keep the Caseworker informed of any significant changes that could affect your situation or case.
- Avoid the use bad or offensive language.

- Inform us if you are seeking advice from another service.
- Treat the Advice Service staff and fellow students with courtesy and respect.
- Not engage in any action that could be considered discrimination on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity or class.

**Case Closure:**

- After two follow up attempts of contact, if the Academic Caseworker has not had any contact from the student, the case will be considered closed.
- Cases can be reopened upon request.

**Complaints:**

If you wish to lodge a complaint regarding the Students Union Advice Service, then please follow the procedure outlined in Solent Students' Union's Student Complaints Procedure. This can be located here: [www.solentsu.co.uk/about/publications](http://www.solentsu.co.uk/about/publications).

Alternatively, please feel free to visit us in person to discuss any issues that you have.