



## WHAT TO EXPECT FROM US

### BEFORE YOUR APPOINTMENT

- To book time with an advisor, please complete our [online booking form](#), providing details about your issue and any relevant deadlines.
- You will receive confirmation of when we will respond within **2-3 working days**. Depending on your query, we will either:
  - Schedule an advice appointment, or
  - Provide tailored advice via email.
- If your query is outside of our expertise, we may signpost you to a more suitable service.
- We aim to offer appointments within 5 working days of your request, at busier times this may be longer. Please let us know of any days and times that you'd be unavailable for.
- We run Advice Drop-in sessions in the Students' Union every Thursday between 12pm-2pm during term time.

### YOUR APPOINTMENT

- Your initial appointment will last up to 1 hour. It can take place in a private room at the Students' Union, via video call, or over the phone.
- In most cases, you will work with the same advisor throughout your case.
- During your appointment, your advisor will:
  - Ask questions to understand your circumstances and tailor their guidance to your situation.
  - Manage the time to ensure a balance between listening to your concerns and providing information.
  - Explain relevant procedures and signpost options you may wish to consider.
  - Agree follow-up actions.
- Time Management: To ensure all key areas are covered, your advisor may guide the conversation forward when needed.
- Decision-Making: We will support you in exploring options available to you and the possible outcomes.
- Course of action: If you choose to take a route that we wouldn't typically advise, we may not be able to continue supporting you through that process.

### CASE WORK

- Case Records: We securely record meeting notes and email exchanges in our case management system.
- Confidentiality: We will not discuss your case with anyone outside the Advice Service unless you give us explicit permission, or in exceptional circumstances (e.g. where there is a risk of harm). For more details, please refer to our [Confidentiality Policy](#).

- **Support Process:** Some enquiries are resolved in one appointment. Any follow-up work is typically managed via email rather than additional in-person or video meetings. Your Advisor will determine if follow-up appointments are suitable to your case.
- Your advisor may suggest tasks for you to complete (e.g. drafting forms/statements). We don't complete paperwork on your behalf, and our feedback is most useful once you've made progress on their completion.
- **Meeting Attendance:** If you'd like your SU Advisor to attend a college or faculty meeting, let them know early. We'll try to accommodate, though availability may vary.
- **Attendance at meetings:** Advisors can attend meetings in a supportive role. Our role in these meetings is not to advocate, but to help a student feel more comfortable. This might be taking notes for a student, or making requests such as access breaks. We aim to meet beforehand to help you prepare and to discuss the process.

Typical response times:

- **Emails:** 2-3 working days
- **Small/medium documents:** 5 working days
- **Large documents:** up to 10 working days

## COMPLETION OF SUPPORT

- The duration of our involvement will vary depending on the complexity and length of your query.
- In some cases, we may need to withdraw support. If this happens, we will inform you clearly and promptly. For more information, please refer to our [Withdrawal of Service Policy](#) as found in the [Code of Practice](#).
- We welcome your feedback on our service – it helps us improve.

## WHAT WE EXPECT FROM YOU

- Arrive on time for your appointment.
- Inform us if you are unable to attend or no longer plan to attend the appointment.
- Be honest when you tell us about your issue - we can only advise you based on what you tell us.
- Provide requested information which will help us with your case in a timely manner.
- Complete actions set out in meetings before attending future appointments.
- Treat all our staff with respect, politeness, and consideration.

If you do not match these expectations we may no longer be able to offer you advice as outlined in our [Code of Practice](#)

## OUR POLICIES

- [Code of Practice](#)
- [Confidentiality Policy](#)
- [Data Privacy Notice](#)
- [Equality and Diversity Policy](#)
- [Safeguarding Adults Policy](#)
- [Safeguarding Children Policy](#)