

Impartial | Non-judgemental | Confidential | Empowering

The Service offers **Independent, Information, Advice and Guidance regarding Academic Matters and Procedures** to the Students of Portsmouth University and partnership institutes (*Which may only be accepted when the relevant procedures of the academic partner have been exhausted*), with a focus on independent academic advice & representation supported by effective signposting to ensure a holistic approach to resolving student issues.

Academic Matters and Procedures include but not limited to: ECF submissions, Plagiarism allegations, Academic misconduct, Requests for remarks, Appeals, Complaints, Exclusions, Suspending Studies, Transferring...

Signpost and refer to other services for: personal, health, housing, finance, social issues...

The Advice Service is a **Free, Impartial, Confidential, and Non-Judgmental** Service, which helps Students explore their options with situations that are challenging them; helping to enable them to make informed and well-considered choices.

- Private space for students to be able to express their feelings in a 1:1 confidential setting.
- Trained advisers and Peer supporters to speak to and advise students.
 - Our Peer support team are trained students who provide knowledge, experience, emotional, social or practical guidance and support to their peers.
- The Service is a triage service; signposting to internal and external support services as required, to ensure Students receive effective support which meets their needs.
 - We have fantastic links and work closely with other University support services to work in collaboration to support students.
 - We have excellent referral procedures in place to enable referral of students for further support where appropriate to community services to gain support, advice and guidance.
- We can also attend meetings with students with the University, to support them, where available.

Ours is a self-help service however, we will endeavour to provide advice and information about processes to students using our service, and we will inform students that they are ultimately responsible for the progression of 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 an appointment service at UoP's Gun House to ensure that students can access us when they need us. We also operate a proactive advice project called Advice on Tour.

What students can expect from us

The **advice service** team have made the following commitments to being excellent:

Service Standards Statement

We will be available and responsive to all visitors who contact the centre by:-

- responding to all email enquiries within 2 working days (*or provide an explanation if we are not able to*)
- answering the telephone within 5 rings (*or provide an explanation if we are not able to*)
- when possible ensuring at least one member of staff is always present in the centre

We will be trustworthy and non-judgemental by:-

- ensuring strict confidentiality to all clients at all times and sharing information with client permission only (other than when safeguarding issues apply)
- ensuring we are open and honest to all students and offer independent information, advice and guidance
- offering advice/signposting to all students for any issues (*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 value and encourage honest feedback about our service and will gain feedback at every opportunity from service users by:-

- giving feedback forms following each initial meeting with a member of staff
- sending feedback forms to all users following case closure
- carrying out a question a quarter to our service users to give the opportunity to feedback on a specific issue or event
- we will carry out regular focus groups and surveys throughout the year with our service users to enable you and your say on the service
- taking on board all feedback and taking action where necessary to change or improve the service following comments

What we expect from students

- That you will treat our staff, Executive 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
- You Understand that any breaches of expectations may result in the withdrawal of service Policy as outlined in our Advice Manual or in the Union Policy Store online being enacted.