



CODE *of* PRACTICE

Here to advise, support and
represent you, when you need it.

► angliastudent.com/advice

WHAT YOU CAN EXPECT FROM US

- ▶ **Free, confidential, impartial advice and representation** for Anglia Ruskin University core campus registered students and distance learners (as defined in our Articles).
- ▶ An Advice Service **independent of the University**, staffed by Advisers employed by the Students' Union.
- ▶ **A non-judgemental approach**, we are here to listen and support you.
- ▶ Being informed of the progress of your case at each stage.
- ▶ If we cannot help you, we will do our best to refer you to the appropriate service.
- ▶ We will not disclose information to another party, other than confirming you have or have not contacted the Advice Service, unless you have given us permission to do so.

WHAT WE CAN EXPECT FROM YOU

- ▶ To provide us with your personal contact details to enable us to **make a record of your visit and keep you updated.**
- ▶ To sign a consent form to confirm you have **read and understood our confidentiality policy** and it's limits before we can offer you advice.
- ▶ To treat our staff with **respect and politeness.**
- ▶ To **attend appointments** you have booked with us and **let us know in advance** if you are not able to keep your appointment.
- ▶ To be **open and accurate about the information you give us** in order for us to give you the appropriate advice.

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Please see our full Code of Practice at
www.angliastudent.com/advice

CONFIDENTIALITY

- ▶ ARU Students' Union Advice Service is confidential within the boundaries of our Code of Practice. Advisers may discuss your case within the Advice Service team who are all bound by our statement of confidentiality. We hold information in a secure online database which is only available to the Advice Service team. If an Adviser thinks a student is in danger of harming themselves and/or others, or if there is a disclosure of harm by a third party they have a duty of care and a reserve the right to breach confidentiality.

CONFLICT OF INTEREST

- ▶ If you are in dispute with another student who is also accessing the Advice Service we will make sure you are represented by different Advisers who will not exchange information on your case.

COMPLIMENTS, COMMENTS, COMPLAINTS

- ▶ Please send any compliments, comments or complaints about our service to the Advice Service Manager at the Students' Union. You can do this via email www.angliastudent.com/advice or our online feedback form available at www.angliastudent.com/login/?redirect=/advice/feedback/

WHAT WE CANNOT DO

- ▶ We can't give you advice on money, legal, immigration or visa problems.
- ▶ We can't make decisions for you, we will help you explore options with you.

ADVISER ATTENDANCE / WITHDRAWAL OF SERVICE

- ▶ We reserve the right to have a second Adviser at your appointment if we deem it necessary to ensure you have the right support if your problems are complex.
- ▶ We reserve the right to have a second Adviser at your appointment for our training and peer observation requirements.
- ▶ Occasionally we may feel it necessary to withdraw access to the Advice Service, this would only be done after careful consideration and discussions with you.

BOOK AN APPOINTMENT

IN PERSON

Cambridge: Peter Taylor House Reception

Chelmsford: Tindal 1st Floor Reception

London: Ground floor Common Room

BY EMAIL

cambridge.advice@angliastudent.com

chelmsford.advice@angliastudent.com

london.advice@angliastudent.com

BY PHONE

Cambridge: 01223 460008

Chelmsford: 01245 258178

London: 02074 006788

ONLINE

www.angliastudent.com/advice/appointment/