

## **OXFORD SU: Student Advice Code of Practice**

Student Advice is part of Oxford SU. Advisors provide a professional advice and information service to all matriculated students at Oxford University.

This Code of Practice outlines our core values and how students can access the Service.

### **Our Core Values**

#### **Free**

***Student Advice is free of charge to all matriculated students of Oxford University.***

At no time will students have to pay for the information, assistance or advice they receive from the Service.

#### **Confidential**

***Student Advice is a confidential service for all students.***

All information which students share will be treated as confidential within the Service. While an advisor may share information about a case with other members of staff within Student Advice, this information will not be disclosed to a third party outside the Service without the student's full, informed consent unless an Advisor judges there to be significant risk as outlined in our Confidentiality Policy found on our website [www.oxfordsu.org](http://www.oxfordsu.org) and a hard copy available on request.

All face-to-face meetings will be conducted in our private advice area. We will not confirm that any student has visited Student Advice or used the service without the student's consent.

#### **Non-Directive**

***Student Advice provides non-directive advice and information to all students.***

All decisions about which course of action to take will be made by the student themselves, not the Advisor. The role of the Advisor is to comprehensively explore all possible courses of action and to point out potential consequences, in order that the student can make an informed decision.

If diary commitments allow, Advisors can attend University or College meetings with students to take notes and act as a "friend in the room". We will need seventy-two business hours notice in order to attend a meeting. Before the meeting, an Advisor will meet with the student, comment on written submissions and rehearse oral statements. We aim to empower students to advocate for themselves.

#### **Impartial**

***Student Advice provides impartial support to all students.***

All available options will be explored with the student. Advice and information

will not targeted toward or against any viewpoint, and will not be limited by political, religious, cultural or any other form of bias.

### **Independent**

***Student Advice provides independent support to all students.***

The information and advice we offer to students is not influenced by any outside body, including the University or any of the colleges. The assistance we provide is also independent of Oxford SU's political and campaigning work on student issues. However, identified trends may feed into future campaigns to improve the experience of all students.

### **Non-Judgmental**

***Student Advice provides non-judgmental support to all students.***

We will assist and advise all students, regardless of how their situation arose. We will not make judgments about any situation, nor any decision that the student makes.

### **Competence**

***Student Advice will not provide information, support or assistance outside its field of competence.***

Student Advice Service aims to provide a one-stop service, but will refer or signpost a student to a more qualified/experienced source of advice and information when appropriate.

### **Equality of Access**

***Student Advice seeks to provide equality of access to all students.***

In line with our Equal Opportunities Policy (available at [www.oxfordsu.org](http://www.oxfordsu.org) and hard copy on request), we will not discriminate on the grounds of any protected characteristic listed in the Equality Act 2010. Our building is accessible and resources available in a variety of formats.

## **Contacting the Student Advice Service**

Students may email, write to or visit Student Advice in person. Advisors aim to reply to all email enquiries within 2 working days of receiving them

Students can arrange an individual appointment. In addition, during term time we offer drop-in sessions when students can meet with an Advisor on a first-come-first-served basis.

Contact details and availability times can be found on the Advice Service website at [www.oxfordsu.org](http://www.oxfordsu.org).

## **Case Records**

Advisors keep digital records of events, advice offered and action taken. These details, along with the student's name, college, faculty and other relevant information, will be kept on our confidential casework database.

Records will be treated confidentially, and subject to our Data Protection Policy (available at [www.oxfordsu.org](http://www.oxfordsu.org) and hard copy on request) and will only be accessible to Advisors in Student Advice, and the student (if the student requests access to them) or when subject to legal requirement.

We will generate reports and statistics from all cases and enquiries Student Advice receives – these statistics will be used in written reports on the work of the Service, and inform Oxford SU campaigns. Individual students and cases will not be identifiable in these reports.

## **Withdrawal of Service**

Advisors will be supportive, professional and non-directive in all their dealings with students who come to Student Advice, and every effort will be made to continue to support any student who comes to the Service. However, the Service will withdraw assistance from students who are being abusive, threatening or violent. Details of our Exclusion Policy can be found at [www.oxfordsu.org](http://www.oxfordsu.org) and hard copy on request.

The Student Advice team expects students to provide accurate and reliable information. If an Advisor believes that a student has misled them, or given conflicting information to more than one Advisor, the Student Advice team reserves the right to withdraw its services for that particular case.

Advisors will not lie on behalf of students.

## **Feedback and Complaints**

Student Advice Service welcomes all feedback on the service we provide. Our aim is to provide a quality service to all students – if we fail to do this, we want to know about it. This enables us to resolve any specific problems, but also to learn for the future, and prevent it happening again. Feedback can be given here: <https://www.surveymonkey.com/s/DKZ3YMD>

You can find details of our Complaints Policy at [www.oxfordsu.org](http://www.oxfordsu.org) and hard copy on request.

## **Responsibility and Review**

Operational oversight and the daily implementation of this policy rests with the Manager of Student Advice.

Responsibility for this policy rests with the Chief Executive of Oxford SU.

This Code of Practice will be reviewed annually or when required through Operational need. Review will be the responsibility of the Chief Executive of Oxford SU.

## **This Code of Practice has been approved and authorized by**

Name: J Hampton

Position: President and Trustee

Date: 28 February 2017

Date for Review: February 2018

### **Related Policies**

SA Complaints Policy  
SA Confidentiality Policy  
SA Data Protection Policy  
SA Exclusion Policy  
SA Equality Diversity and Non-Discrimination Policy  
SA Service Standards