

# KCLSU ADVICE Service Agreement

KCLSU Advice provides advice and support on areas relating to your academic experience. We function independently from the College and are able to offer impartial and confidential advice on any issues you may have over the course of your studies.

As a user of our service, we ask that you familiarise yourself with the way in which we work and our service policies. This document outlines what you can expect from us, and what we ask from you as a user of our service.

When using the Advice service it should be understood that you are entering into this agreement.

## Using the service

Our usual hours of service are Monday – Friday from 10am – 4pm. Phone and face to face appointments can be made outside of these hours on exception if there is reason for the request and we have the availability to do so.

You can access advice through contacting any one of our [Student Hubs](#), and we have confidential advice spaces at Strand, Waterloo and Guy's where we hold our face to face appointments.

Our advisors prioritise workload according to urgency, and where deadlines apply we will always try to give advice within this timeframe.




## Getting in touch

If you **email** the service you can expect to receive a reply within two working days, although you will often hear from us sooner. During particularly busy times this response time may need to be extended, and this will be made clear on our [webpage](#).

When you contact us by **phone** you'll speak to our Student Hubs staff, who will let you know how we can help you and how to get in touch. You can leave your details with the Student Hubs and they will send this information to an advice caseworker who will make contact with you. We'll respond to phone messages within 2 working days, although this will often be sooner. During particularly busy times this response time may need to be extended, and this will be made clear on our [webpage](#). We prioritise our cases according to urgency so if there's a reason you need to hear from us sooner then make sure you include this information when you speak to the Student Hubs.

We give 45 minute **face to face appointments** to meet with an adviser in person. When you contact us one of our caseworkers will organise an in-person appointment with you if this would be helpful for your situation. If you would like an appointment, please mention this to us when you contact us. Appointments take place in our confidential advice spaces at Strand, Guy's or Waterloo. If you have access requirements, please let us know when you book your appointment. We will assess your appointment form and determine whether you may need an urgent appointment or you may need an appointment that is longer than 45 minutes.

We have appointments available throughout the week, Monday - Friday, usually within the hours of 10 - 4, but we may be able to make an appointment outside of these hours if it is needed.



From time to time the service will also need to close for staff training and holiday periods. Information about any closures will be available online and on our email auto-response.

## What you can expect from us

- We will respond to emails or telephone messages within **two working days (three working days during very busy periods)**, and will let you know if it will take us longer to give you a full response.
- We are a **confidential** service, which means we will not share information about you or your case with anyone outside of the service without your permission. For more information see our [Confidentiality Policy](#).
- We will provide you with a range of options based on the College regulations and the advisor's experience. As an **impartial** service we will not direct you to take a particular route, but will help outline the consequences of each possible decision and support you to make your own choices.
- We will support you in a way that allows you to retain **control** of your situation, by providing you with the advice and information you need to resolve your issue. We will not usually act on your behalf, but will support you to take action yourself.

## What we ask of you

- We will encourage you to take **responsibility** for your own situation. This means you will need to write your own statements and correspondence, and speak for yourself in meetings and hearings. We'll make sure you feel confident to do so by providing you with guidance, support and feedback every step of the way.
- We will only be able to give you accurate advice if we know all the facts and information surrounding your circumstances, so please be **honest** with us. We can give clearer and more specific advice if we have all the details, and anything you tell us will remain confidential in line with our [Confidentiality Policy](#).

- In order for us to continue to advise you appropriately we need to be updated with any developments in your situation. The College will always communicate with you directly, so please keep us **informed** throughout the duration of your case.
- We ask that you be **patient** when corresponding with your caseworker, who will be managing a high number of other urgent cases alongside yours. If you are waiting for an email response or call back, please bear this in mind and allow your advisor reasonable time to respond.
- We ask you to be **committed** when appointments are arranged and let us know if you need to cancel or change the time. If you arrive late for your appointment, we may need to offer you a shorter slot or reschedule.

## Fair Treatment

KCLSU is committed to promoting and developing equality of opportunity for all KCLSU staff, students, members and visitors by prohibiting all forms of discrimination, harassment and incitement to discriminate or harass. KCLSU aims to create an environment whereby students, staff, members and visitors are treated fairly and equally. To read our Equal Opportunities and Safe Space policies, visit our [Policy Zone](#).

## Feedback and Complaints

We recognise that feedback from our users enables us to develop as a service. All users will be sent a feedback survey by their caseworker, which can be completed anonymously. If you have any feedback or suggestions these can also be sent to [advice@kclsu.org](mailto:advice@kclsu.org).

If you wish to make a complaint about KCLSU Advice please refer to the KCLSU Complaints Procedure which is available in our [Policy Zone](#). Complaints should be raised initially to the Head of Advice and Support at [frances.kirby@kclsu.org](mailto:frances.kirby@kclsu.org)



## Questions

If you have any questions about this agreement please discuss these with a member of the Advice team or email [advice@kclsu.org](mailto:advice@kclsu.org)