Cardiff University Students' Union
Undeb Myfyrwyr Prifysgol Caerdydd

Advice Supervision Policy and Procedure

Person responsible for this Policy:	Head of Student Advice and Wellbeing
Who the Policy applies to:	Student Advice Employees
Date issued	April 2021
Date to be reviewed:	April 2022

Unless expressly stated otherwise, this policy does not form part of an employee's contract of employment and the contents are not contractually binding on the Students' Union or its employees. However, failure by any employee to comply with this policy may result in disciplinary action being taken and, in the most serious cases, may result in dismissal. The Union reserves the right to amend the policy from time to time.

For the purposes of this policy the terms 'Union' and 'Students' Union' includes Cardiff University Students' Union, Cardiff Union Services Limited and any subsidiary of the Company or of its holding company. These terms shall have the meaning given them by the Companies Act 2006.

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Introduction

1. Advice Supervision is compulsory for all Coordinators in the first four years of full-time employment. Supervision may only end with the agreement of the Head of Student Advice and Wellbeing.

2. Advice Supervision requires that all advice is approved by an Adviser before it is provided.

3. Supervision will usually be in the form of an email confirming or amending advice, or a conversation between Adviser and Coordinator that is recorded via Notepad and saved in the client's file.

4. Coordinators and Advisers can also have ongoing advice 'check-in' meetings, where time is allotted to discuss cases and develop an understanding of the issues involved. These check-ins will be daily at first but the frequency after the first month of full-time employment will depend on the Coordinator's experience, competency and confidence in drafting advice.

Email

5. When providing advice via email, the Coordinator will
    a. Discuss the content of the email with an Adviser if they have any questions, or are unsure about the advice needed;
    b. Write a draft response to the client;
    c. Move the unsent email chain (including the original email from the client and any attachments) into the Pending Supervision folder in the Coordinator's student-facing inbox.

6. The Adviser will then access the draft response, the original email, any attachments and any documents in the client's case file. The Adviser will make an assessment as to the content of the advice and consider whether anything is incorrect or missing. The Adviser should respond to the email with one of the following:
    a. **Good to go.** This means that the advice is approved as it is and can be sent to the client; or
    b. **Good to go with changes.** If amendments are minor, the Adviser can choose to make the changes in the body of the email and highlight these in red so the Coordinator can see what has been done. The Coordinator can then use the amended email as the approved advice content (subject to the colour of all wording being changed to black); or
    c. **Changes needed.** This means that the email needs to be changed before it can be sent. If this is the case, the Adviser will include a list of the amendments needed, with an explanation as to why they are necessary. The Coordinator will then need to make the changes and put the new email back into the Pending Supervision folder.

7. Once the email has been responded to, the Adviser should move it from 'Pending Supervision' to the 'Completed' folder and log their action in the Client Case Record in the client's file.

8. All Advice Supervision emails must be saved in the client's case file on the L Drive.

Telephone or Video Call Appointment

9. When providing advice via video call or telephone, the Coordinator will discuss the case with the Adviser prior to the call and save notes of the conversation in the client's case file.

10. In more complex cases, the Adviser will be present in the meeting with the Coordinator and client to ensure that the correct advice is given.

11. After a telephone or video call appointment, the Coordinator will draft an email summary of the conversation to send as confirmation of advice to the client. The Coordinator will move this draft into the Pending Supervision folder for the Adviser to check before sending as above.

Related Policies

Case Management Policy
Signposting Policy