

Signposting Policy

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.

Policy

1. Signposting is necessary when Student Advice is unable to meet the needs of the client. The need to signpost can usually be identified at the initial enquiry stage and be addressed by the Enquiry Team. It may be that the service user simply needs more information on an alternative agency or organisation, such as contact details or opening hours.
2. Signposting is also appropriate for service users who wish to seek information and support from another organisation. In these situations, the service user should be given contact numbers and addresses from the signposting directory ([Useful Contacts webpage](#)) or sourced on the internet and then added to the directory. In these cases, staff/volunteers should make it clear to the service user that Student Advice cannot deal with the matter and the reasons why.
3. Student Advice aim to signpost all enquiries or cases/matters that cannot be dealt with. Circumstances where signposting may be appropriate include:
 - a. Where the case is beyond Student Advice's competency or above the level of advice that Student Advice offer e.g. higher-level housing advice;
 - b. Where the case is outside the expertise of Student Advice e.g. debt/immigration;
 - c. Where the client does not fit the appropriate client group e.g. is not a student of Cardiff University;
 - d. Where capacity is limited, and long waiting lists are in place;
 - e. Where there is a possible conflict of interest in taking on the case and the client is not happy to proceed with our service.

