

## **Student Advice Draft Service Charter**

The Student Advice service offered by the Students' Union provides free, confidential and independent information, advice and support to the 32,000 student members of Cardiff University Students' Union. As a service we strive to provide the highest quality advice and representation for our clients, within the limits of the resources we have to provide that service.

Whilst every student's case and circumstances are unique, the service Student Advice is able to provide our clients is determined by available resources and our legal obligations. Our funding and resource permit our team to provide the level of service described below. *N.B. Individual consideration will be given to whether additional time is appropriate to spend with clients who present with truly exceptional circumstances, a protected characteristic, severe mental health problem, disability, learning impairment or caring commitment.*

## **Triage / Enquiry Service**

All members of the Students' Union will be able to access the Student Advice Enquiry Point via website web-form, web-chat, email, phone call or walk-in service. This service will be provided between 09:00 – 17:00 on weekdays excluding bank holidays, and can offer:

- Information and guidance;
- Signposting, assisted signposting and referrals;
- The means to speak to an adviser.

## **Advice Service**

Subject to the restrictions below, clients triaged through the Student Advice Enquiry Point can receive high quality information, guidance and advice from a Student Adviser. Our Advisers/Coordinators work to the Advice Quality Standard definition of 'advice':

- Diagnosis of client problem and related matters;
- Identifying legal/regulatory issues;
- Providing information relevant to the problem and explaining options, including implications/consequences, and;
- Identifying further actions, which the client can choose to take.

Our Student Advisers do not generally undertake casework, or act on behalf of the client, unless representing the client through a formal University process. The advice service employs a facilitation/empowerment model of advice provision.



## Service Categories

Advice Categories	Information & Guidance	Advice	Representation
Academic	✓	✓	✓
Careers	✓		
Complaints	✓	✓	
Consumer	✓		
Employment	✓		
Health & Wellbeing	✓		
Housing	✓	✓	
Immigration / Visas	✓		
Money / Debt	✓		

## Client Restrictions

Student Advice is only funded to provide a service to students of Cardiff University and members of Cardiff University Students' Union. We cannot advise parents, guardians, family members, or friends of a student, except where that contact has the express written authority of the student. We cannot advise a student's legal representative, and/or supplement the advice of a third party.



### Academic Advice Expectations/Limitations

Advice Topic	Self-Help Resources	Service Can Provide ✓	Service Cannot Provide X
Academic Appeal	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Appeal Generator</li> <li>✓ GP Evidence Guidance</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to two consecutive emails</p> <p style="text-align: center;">OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>X More than 15 minutes per client</p> <p>X Appeal Check/review service</p> <p>X Appeal writing service</p>
Academic Misconduct	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Investigation Meeting Check List</li> <li>✓ Statement Check List</li> <li>✓ Support Service Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to two consecutive emails</p> <p style="text-align: center;">OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>X More than 15 minutes per client</p> <p>X Attendance at investigation meetings</p> <p>X Statement Check/review service</p>



**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

<p>Academic Misconduct (Academic Integrity Panel)</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Statement Check List</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to four consecutive emails</li> <li style="text-align: center;">AND</li> <li>✓ One 30-minute phone/video call/drop-in</li> <li style="text-align: center;">AND</li> <li>✓ Representation at Academic Integrity Panel</li> <li style="text-align: center;">AND</li> <li>✓ Statement Review Service</li> </ul>	<p>X More than 2 hours per client (School Panel)</p>
<p>Attendance, Failure to Engage &amp; Non-payment of tuition fees</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Support Service Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to two consecutive emails</li> <li style="text-align: center;">OR</li> <li>✓ One 10-minute phone/video call/drop-in</li> </ul>	<p>X More than 15 minutes per client</p> <p>X Withdrawal Appeal Review</p>



**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

<p>Changing Course</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Admissions Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to one email</p> <p style="text-align: center;">OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>X More than 15 minutes per client</p>
<p>Extenuating Circumstances</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ ECs Form Generator</li> <li>✓ GP Evidence Guidance</li> <li>✓ Support Service Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to two consecutive emails</p> <p style="text-align: center;">OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>X More than 15 minutes per client</p> <p>X ECs Form Check/review service</p> <p>X ECs Form writing service</p>



**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

<p>Fitness to Practise</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ GP Evidence Guidance</li> <li>✓ Support Service Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to four consecutive emails</li> <li>AND</li> <li>✓ One 30-minute phone/video call/drop-in</li> <li>AND</li> <li>✓ Attendance at investigation meeting and Representation at School/University Panel</li> <li>AND</li> <li>✓ Statement Review Service</li> </ul>	<ul style="list-style-type: none"> <li>X More than 4 hours per client (School Panel)</li> <li>X More than 8 hours per client (University Panel)</li> <li>X Reflective Statement Writing Service</li> </ul>
<p>Interruption of Study</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ GP Evidence Guidance</li> <li>✓ Support Service Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to three consecutive emails</li> <li>OR</li> <li>✓ Two 10-minute phone/video call/drop-in</li> <li>OR</li> <li>✓ One 30-minute consultation</li> </ul>	<ul style="list-style-type: none"> <li>X More than 30 minutes per client</li> <li>X IOS application service</li> <li>X IOS application writing service</li> </ul>



**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

<p>Student Conduct</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ GP Evidence Guidance</li> <li>✓ Useful Contacts Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to four consecutive emails</p> <p>AND</p> <p>✓ One 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Attendance at investigation meeting and Representation at School/University Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>	<p>X More than 4 hours per client (School Panel)</p> <p>X More than 8 hours per client (University Panel)</p> <p>X Reflective Statement Writing Service</p>
<p>Review of Appeal</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ GP Evidence Guidance</li> <li>✓ Useful Contacts Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> <li>✓ OIA Case Studies</li> </ul>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>X More than 15 minutes per client</p> <p>X Review Request Check service</p> <p>X Review Request writing service</p>



**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

Withdrawing from Study	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Support Service Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to three consecutive emails</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>✓ Two 10-minute phone/video call/drop-in</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>✓ One 30-minute consultation</li> </ul>	<ul style="list-style-type: none"> <li>X More than 30 minutes per client</li> <li>X IOS application service</li> <li>X IOS application writing service</li> </ul>
------------------------	--	--	---

**Complaints Advice Expectations/Limitations**

Advice Topic	Self-Help Resources	Service Can Provide ✓	Service Cannot Provide X
Student Complaints Procedure	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Complaint Structure Guide</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to two consecutive emails</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>✓ One 10-minute phone/video call/drop-in</li> </ul>	<ul style="list-style-type: none"> <li>X Advice to parents/guardians without permission from the student</li> <li>X More than 15 minutes per client</li> <li>X Complaint Check/review service</li> <li>X Complaint writing service</li> </ul>





**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

Campus Facilities Procedures	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Complaint Structure Guide</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to two consecutive emails</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>✓ One 10-minute phone/video call/drop-in</li> </ul>	<ul style="list-style-type: none"> <li>X Advice to parents/guardians without permission from the student</li> <li>X More than 15 minutes per client</li> <li>X Complaint Check/review service</li> <li>X Complaint writing service</li> </ul>
Reporting Student Conduct Procedure (Excluding DRT / SIT)	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Complaint Structure Guide</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to four consecutive emails</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>✓ One 30-minute phone/video call/drop-in</li> </ul>	<ul style="list-style-type: none"> <li>X More than 30 minutes per client</li> <li>X Complaint Check/review service</li> <li>X Complaint writing service</li> </ul>

**Housing Advice Expectations/Limitations**

Advice Topic	Self-Help Resources	Service Can Provide ✓	Service Cannot Provide X
Deposit Disputes	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to two consecutive emails</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>✓ One 10-minute phone/video call/drop-in</li> </ul>	<ul style="list-style-type: none"> <li>X More than 15 minutes per client</li> <li>X Dispute check/review service</li> </ul>



**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

Deposits, Fees & Guarantors	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to two consecutive emails</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>✓ One 10-minute phone/video call/drop-in</li> </ul>	X More than 15 minutes per client
Disrepair & Standards	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to two consecutive emails</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>✓ One 10-minute phone/video call/drop-in</li> </ul>	X More than 15 minutes per client
Escaping a Contract	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to two consecutive emails</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>✓ One 10-minute phone/video call/drop-in</li> </ul>	X More than 15 minutes per client



**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

Finding Accommodation	<ul style="list-style-type: none"> <li>✓ Housing Lists Service</li> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>X More than 15 minutes per client</p>
Homelessness	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Support Service Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to four consecutive emails</p> <p>AND</p> <p>✓ One 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Referral to SIT or University emergency accommodation</p>	<p>X More than 1 hour per client</p>
Housemate Disputes	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 30-minute phone/video call/drop-in</p>	<p>X More than 15 minutes per client</p> <p>X Housemate Mediation</p>



**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

<p>Landlord / Tenant Disputes</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Dispute letter templates</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to two consecutive emails</p> <p style="text-align: center;">OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>X More than 15 minutes per client</p> <p>X Writing to Landlords/Agents on behalf of the client</p>
<p>Moving in / Moving out guidance</p>	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Checklists</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<p>✓ Response to two consecutive emails</p> <p style="text-align: center;">OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>X More than 15 minutes per client</p>



**Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd**

Security & Safety	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Support Service Signposting</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to four consecutive emails</li> <li>AND</li> <li>✓ One 30-minute phone/video call/drop-in</li> <li>AND</li> <li>✓ Referral to emergency services, SIT or University emergency accommodation</li> </ul>	X More than 1 hour per client
Signing a Contract / Contract Check	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Checklists</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to two consecutive emails</li> <li>OR</li> <li>✓ One 10-minute phone/video call/drop-in</li> </ul>	X More than 15 minutes per client
Viewing a Property	<ul style="list-style-type: none"> <li>✓ High Quality Web Content</li> <li>✓ Stock Email Guidance</li> <li>✓ Video Explainers</li> <li>✓ Audio Guidance</li> <li>✓ Checklists</li> <li>✓ Useful Documents</li> <li>✓ Enhanced FAQs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Response to two consecutive emails</li> <li>OR</li> <li>✓ One 10-minute phone/video call/drop-in</li> </ul>	X More than 15 minutes per client

