

Third Party Engagement Policy and Procedure

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

1. The Student Advice service offered by the Students' Union provides free, confidential and independent information, advice and support to the student members of Cardiff University Students' Union.
2. All Cardiff University students automatically become members of the Union when they enroll for their degree. Student Advice will not normally provide advice to non-members.
3. In most cases, we expect contact to be made directly by, and advice to be given directly to, the student member. We may, however, agree to provide limited advice to third parties in the following circumstances:



- a. Where a student contacts the service and requests that advice is provided via a nominated individual.
- b. Where a parent/carer contacts the service for advice relating to a student who is their child, or within their care.
- c. Where an elected officer contacts the service for advice relating to a student, or a group of students if all require advice on the same topic.
- d. Where an Academic Rep contacts the service for advice relating to a student, or a group of students if all require advice on the same topic.

Purpose

4. The Third Party Engagement Policy is intended to cover contact made by third parties on matters relating to student members only.
5. The third party should always be advised to encourage the student to approach the Student Advice service directly.

Procedure

6. Where a third-party contacts Student Advice and express consent of the student cannot be given, a case file will be created in the third party name. This case file will be labelled as THIRD PARTY.
7. The engagement will be recorded on the case management spreadsheet under the third party name.

Where a third party is seeking advice

8. Where a third-party, as listed above, is seeking advice on behalf of a student, we will always ask for express consent where possible, e.g. if the student is with the third party at the time of the call. Where express consent cannot be given, we will only discuss the contents of the third party case file with the third party.
9. If the student has contacted, or subsequently contacts, Student Advice, this **will not** be disclosed to the third-party, without the express consent of the student.
10. To be clear, Student Advice **will not** discuss any information we hold on a student with the third parties listed above, without the express consent of that client.
11. Express consent can in the first instance be verbal (for example, if the student is with the parent at the time of the call) but should be followed up in writing if further contact is intended.
12. If a student and a third party are both in contact with Student Advice about the same matter, we will ask the student if they want to complete a form of authority, giving written consent for us to discuss their case with the third party. If consent is refused, Student Advice **will not** disclose any further contact by, or information held on the student, to the third party.

Where a third party is forwarding on information

13. Where any third party is forwarding information on to Student Advice about a student member, without express consent, we will email the student to:



Inform them that we have received information from the third party;

- a. Ask if they if they want advice;
- b. Ask if they consent to us storing and sharing their data; and
- c. Inform them that we will delete the information if we do not have a response confirming consent to store within a working week.

14. The Client Case Record in the third party's case file will be updated to explain that any information has been deleted because of a lack of consent to store data.

Where a third party is requesting that we contact a student

15. Where a third party is requesting that Student Advice contact a student to provide advice and express consent of the student is not provided, we will:

- a. Respond to the third party to say that we will contact the student and ask if they want advice;
- b. Email the student and explain that a third party has asked that we contact them;
- c. Ask if they if they want advice;
- d. Ask if they consent to us storing and sharing their data; and
- e. Inform them that we will delete the information received from the third party, if we do not have a response confirming consent to store within a working week.

16. If the third party makes subsequent contact to ask about the case, we will only confirm that we have made contact with the student. Any further information from the student, including the fact that they responded, will be stored in the student's case file and will not be discussed with the third party without the express consent of that student.

Important: The only exception to this will be where it is deemed necessary to breach confidentiality in line with our [Confidentiality Policy](#) and the third party is a support service who needs to be informed (e.g. the University's Student Intervention Team or Disclosure Response Team).

