



Cardiff Students' Union
Undeb Myfyrwyr Caerdydd

Service Charter

Student Advice Service Charter

The Student Advice service offered by the Students' Union provides free, confidential and independent information, advice and support to the 34,000 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 09:30 – 16:30 on weekdays excluding bank holidays, and can offer:

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

Response Time

Student Advice has adopted three Service Charters (3, 2, and 1), which vary according to the demand on the service. This is to manage the expectations of our service users, in addition to the wellbeing of our staff, during periods of high demand.

We aim to respond to clients as soon as possible within the response window specified.



The heart of Cardiff student life
Calon bywyd myfyrwyr Caerdydd

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 and Wellbeing	✓		
Housing	✓	✓	
Immigration	✓		
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

In order to provide specific, case-related advice, we ask that you put as much information and context in an email to your adviser. This is the information that they will use to inform their advice, and we do not currently have capacity to chase service users for additional information.

Advice Topic	Self-Help Resources	Level 3: Service Can Provide (Within a 10 day response window)	Level 2: Service Can Provide (5 day response window)	Level 1: Service Can Provide (5 day response window)
Academic Appeal	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Appeal Generator ✓ GP Evidence Guidance ✓ Useful Documents ✓ Enhanced FAQs 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails OR ✓ One 20 minute phone call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails OR ✓ One 20 minute phone call/drop-in 	<ul style="list-style-type: none"> ✓ Response to four consecutive emails OR ✓ One 40 minute phone call/drop-in
Academic Misconduct	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Investigation Meeting Check List ✓ Statement Check List ✓ Support Service Signposting ✓ Useful Documents 	<ul style="list-style-type: none"> ✓ Response to one email OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails OR ✓ One 30-minute phone/video call/drop-in AND ✓ Representation at Academic Misconduct Meeting



<p>Academic Misconduct (Academic Integrity Panel)</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Statement Check List 	<p>✓ One 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Academic Integrity Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>	<p>✓ One 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Academic Integrity Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>	<p>✓ One 60-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Academic Integrity Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>
<p>Attendance, Failure to Engage & Non-payment of tuition fees</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Support Service Signposting ✓ Useful Documents ✓ Enhanced FAQs 	<p>✓ Response to one email</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to four consecutive emails</p> <p>OR</p> <p>✓ One 40 minute phone call/drop-in</p>
<p>Changing Course</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Admissions Signposting ✓ Useful Documents ✓ Enhanced FAQs 	<p>✓ Response to one email</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to four consecutive emails</p> <p>OR</p> <p>✓ One 20-minute phone/video call/drop-in</p>



<p>Extenuating Circumstances</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ GP Evidence Guidance ✓ Support Service Signposting ✓ Useful Documents ✓ Enhanced FAQs 	<p>✓ Response to one email</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to three consecutive emails</p> <p>OR</p> <p>✓ One 20-minute phone/video call/drop-in</p>
<p>Fitness to Practise (Investigation Meeting)</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ GP Evidence Guidance ✓ Support Service Signposting ✓ Useful Documents ✓ Enhanced FAQs 	<p>✓ One 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Investigation Meeting</p> <p>AND</p> <p>✓ Statement Review Service</p>	<p>✓ One 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Investigation Meeting</p> <p>AND</p> <p>✓ Statement Review Service</p>	<p>✓ One 60-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Investigation Meeting</p> <p>AND</p> <p>✓ Statement Review Service</p>
<p>Fitness to Practise (Panel)</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ GP Evidence Guidance ✓ Support Service Signposting ✓ Useful Documents ✓ Enhanced FAQs 	<p>✓ Two 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>	<p>✓ Two 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>	<p>✓ Two 60-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>



<p>Interruption of Study</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ GP Evidence Guidance ✓ Support Service Signposting ✓ Useful Documents ✓ Enhanced FAQs 	<p>✓ Response to one email</p> <p>OR</p> <p>✓ One 20 minute phone call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 20 minute phone call/drop-in</p>	<p>✓ Response to three consecutive emails</p> <p>OR</p> <p>✓ One 40 minute phone call/drop-in</p>
<p>Student Conduct</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ GP Evidence Guidance ✓ Useful Contacts Signposting ✓ Useful Documents ✓ Enhanced FAQs 	<p>✓ Response to one email</p> <p>OR</p> <p>✓ One 20 minute phone call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 20 minute phone call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Investigation Meeting</p>



<p>Student Conduct (Panel)</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ GP Evidence Guidance ✓ Support Service Signposting ✓ Useful Documents ✓ Enhanced FAQs 	<p>✓ One 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>	<p>✓ One 30-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>	<p>✓ One 60-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Panel</p> <p>AND</p> <p>✓ Statement Review Service</p>
<p>Review of Appeal</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ GP Evidence Guidance ✓ Useful Contacts Signposting ✓ Useful Documents ✓ Enhanced FAQs ✓ OIA Case Studies 	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to three consecutive emails</p> <p>OR</p> <p>✓ One 40 minute phone call/drop-in</p>
<p>Withdrawing from Study</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Support Service Signposting ✓ Useful Documents ✓ Enhanced FAQs 	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to three consecutive emails</p> <p>OR</p> <p>✓ One 30 minute phone call/drop-in</p>



Complaints Advice Expectations/Limitations

Advice Topic	Self-Help Resources	Level 3: Service Can Provide (Within a 10 day response window)	Level 2: Service Can Provide (5 day response window)	Level 1: Service Can Provide (5 day response window)
Private Halls of Residence Complaints	<ul style="list-style-type: none"> ✓ Stock Email Guidance ✓ Complaint Structure Guide 	<ul style="list-style-type: none"> ✓ Response to one email <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ✓ One 30-minute phone/video call/drop-in
Student Complaints Procedure	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Complaint Structure Guide ✓ Useful Documents 	<ul style="list-style-type: none"> ✓ Response to one email <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ✓ One 20-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ✓ One 40-minute phone/video call/drop-in <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ✓ Representation at Investigation Meeting



<p>Reporting Student Conduct Procedure (excluding DRT / SIT)</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Complaint Structure Guide ✓ Useful Documents 	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 30-minute phone/video call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 30-minute phone/video call/drop-in</p>	<p>✓ Response to three consecutive emails</p> <p>OR</p> <p>✓ One 40-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Investigation Meeting</p>
<p>Students' Union Complaints*</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Enhanced FAQs 	<p>✓ Response to one email</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to two consecutive emails</p> <p>OR</p> <p>✓ One 10-minute phone/video call/drop-in</p>	<p>✓ Response to three consecutive emails</p> <p>OR</p> <p>✓ One 40-minute phone/video call/drop-in</p> <p>AND</p> <p>✓ Representation at Investigation Meeting</p>

**Although we are able to advise you on the Students' Union Complaints Procedure, we are employed by the Students' Union. We strive to remain impartial in the advice that we provide, but if you wish to limit the contact that we have regarding your complaint, this can be facilitated.*



Housing Advice Expectations/Limitations

Advice Topic	Self-Help Resources	Level 3: Service Can Provide (Within a 10 day response window)	Level 2: Service Can Provide (5 day response window)	Level 1: Service Can Provide (5 day response window)
Deposit Disputes	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance 	<ul style="list-style-type: none"> ✓ Response to one email <li style="text-align: center;">OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <li style="text-align: center;">OR ✓ One 20-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails <li style="text-align: center;">OR ✓ One 30-minute phone/video call/drop-in
Deposits, Fees and Guarantors	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance 	<ul style="list-style-type: none"> ✓ Response to one email <li style="text-align: center;">OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <li style="text-align: center;">OR ✓ One 20-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails <li style="text-align: center;">OR ✓ One 30-minute phone/video call/drop-in



<p><i>Disrepair & Standards</i></p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Useful Documents 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <li style="text-align: center;">OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <li style="text-align: center;">OR ✓ One 20-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails <li style="text-align: center;">OR ✓ One 30-minute phone/video call/drop-in
<p><i>Escaping a Contract</i></p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <li style="text-align: center;">OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <li style="text-align: center;">OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails <li style="text-align: center;">OR ✓ One 30-minute phone/video call/drop-in
<p><i>Finding Accommodation</i></p>	<ul style="list-style-type: none"> ✓ Housing Lists Service ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Useful Documents 	<ul style="list-style-type: none"> ✓ Response to one email <li style="text-align: center;">OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <li style="text-align: center;">OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails <li style="text-align: center;">OR ✓ One 30-minute phone/video call/drop-in



<p>Homelessness</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Support Service Signposting 	<ul style="list-style-type: none"> ✓ Response to four consecutive emails AND ✓ One 30-minute phone/video call/drop-in AND ✓ Referral to SIT or University emergency accommodation 	<ul style="list-style-type: none"> ✓ Response to four consecutive emails AND ✓ One 30-minute phone/video call/drop-in AND ✓ Referral to SIT or University emergency accommodation 	<ul style="list-style-type: none"> ✓ Response to four consecutive emails AND ✓ One 60-minute phone/video call/drop-in AND ✓ Referral to SIT or University emergency accommodation
<p>Housemate Disputes</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Support Service Signposting 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails OR ✓ One 30-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails OR ✓ One 30-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails OR ✓ One 60-minute phone/video call/drop-in
<p>Landlord / Tenant Disputes</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Dispute letter templates ✓ Useful Documents 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails OR ✓ One 30-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails OR ✓ One 30-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails OR ✓ One 60-minute phone/video call/drop-in



<p><i>Moving in / Moving Out Guidance</i></p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Checklists ✓ Useful Documents 	<ul style="list-style-type: none"> ✓ Response to one email <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ✓ One 20-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ✓ One 30-minute phone/video call/drop-in
<p><i>Security & Safety</i></p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Support Service Signposting ✓ Useful Documents 	<ul style="list-style-type: none"> ✓ Response to four consecutive emails <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ✓ One 30-minute phone/video call/drop-in <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ✓ Referral to emergency services, SIT or University emergency accommodation 	<ul style="list-style-type: none"> ✓ Response to four consecutive emails <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ✓ One 30-minute phone/video call/drop-in <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ✓ Referral to emergency services, SIT or University emergency accommodation 	<ul style="list-style-type: none"> ✓ Response to four consecutive emails <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ✓ One 60-minute phone/video call/drop-in <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ✓ Referral to emergency services, SIT or University emergency accommodation



<p>Signing a Contract / Contract Check</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Checklists 	<ul style="list-style-type: none"> ✓ Response to one email OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails OR ✓ One 20-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails OR ✓ One 30-minute phone/video call/drop-in
<p>Viewing a Property</p>	<ul style="list-style-type: none"> ✓ High Quality Web Content ✓ Stock Email Guidance ✓ Checklists 	<ul style="list-style-type: none"> ✓ Response to one email OR ✓ One 10-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to two consecutive emails OR ✓ One 20-minute phone/video call/drop-in 	<ul style="list-style-type: none"> ✓ Response to three consecutive emails OR ✓ One 30-minute phone/video call/drop-in

