

Advice Centre Service Level Policy

1. This Service Level Agreement aims to establish the commitments between the provider (Advice Centre) and the client (students accessing the service).
2. Description of Services   
     
   2.1 The University of Lincoln Students’ Union Advice Centre provides impartial and confidential advice surrounding Academic, Finance, Housing and Welfare issues to all University of Lincoln students as outlined in Byelaw 1.
   1. Student members, as outlined in Byelaw 1, have a right to access our service. This includes those studying at both the Lincoln Holbeach and Riseholme campuses, as well as University of Nottingham Lincoln Medical School students.

2.3 In line with 4.1 of the Articles of Association, provision of support and advice for a student includes ongoing casework, liaison with other relevant University services and correct signposting if a matter is not within the Advisors’ remit or knowledge base. The Advice Centre aims to promote the interests and welfare of students at the University during their course of student and representing, supporting and advising students.

1. Provider Responsibility   
     
   3.1 To ensure advice and support given is professional, confidential, independent, relevant and impartial.
   1. Ensure that clients are aware of their rights and responsibilities regarding their case.
   2. To support and advise to the best capability, including liaison with appropriate services/3rd parties in line with client’s consent.
   3. To inform and signpost clients to appropriate services to benefit the student and the case.
   4. To maintain availability of service and to inform clients of any potential disruption to such availability as best as staff can.
   5. To be aware of, and to accommodate advice to, changes in the University regulations and policies.
   6. Follow organisational and departmental policies, as well as ensure the upkeep and development of departmental KPI’s.
   7. To ensure basic service measures are carried out, such as answering messages and calls, passing on relevant information to appropriate services, ensuring quality assurance with casework etc.
   8. To ensure that Advisors will provide regular follow ups whilst a client’s case is ongoing in line with ULSU Advice Centre Client Follow Up Policy.

3.10 Advisors will keep the clients’ case confidential unless there is a level of risk or concern as in line with the ULSU Safeguarding Policy.

1. Provider Responsibility in relation to Covid-19  
     
   4.1 To ensure Covid-secure risk assessments for the office are adhered to in order to maintain provider and client safety.   
     
   4.2 To ensure government guidelines in relation to Covid-19 are adhered to, such as sanitation and ‘Track and Trace’ procedures.  
     
   4.3 To inform clients of any necessary or recommend measures put in place for prevention of transmission, i.e PPE for physical protection.   
     
   4.4 To understand and adhere to the Disability Act in relation to not questioning client’s exemption of PPE such as face masks.   
     
   4.5 To maintain accessibility of the service for a range of clients to the best of their ability, for example facial visors instead of masks to help those with hearing difficulties and offering a range of appointments through email, telephone and face-to-face.
2. User Responsibility   
     
   5.1 Clients are expected to complete a ULSU Information Sharing & Storage agreement when accessing the Advice Centre and will inform Advisors of any changes to their consent preferences. Please see ULSU Advice Centre Case Recording Policy for further information on consent allowances such as Third Party communications and storing casework data.   
     
   5.2 Maintain appointment etiquette and to inform Advisor in good time of any inability to attend.   
     
   5.3 To read and respond to information provided by an Advisor, as well as inform them of any changes in the case/important information relating to it.   
     
   5.4 To let Advisors know in good time of any meetings they would like an Advisor to attend if they are able to, such as panels and formal meetings at the University to allow for preparation.   
     
   5.5 No threatening, intimidating or inappropriate behaviour will be tolerated and Advisors have the right to end appointments/withdraw services/inform security if necessary.   
     
   5.6 To conform to the University regulations and policies as well as providing correct information and not misleading Advisors.

5.7 If a user wishes to make a complaint, they should follow the ULSU Group Complaints Procedure which can be found on the Lincoln SU website.

User Responsibility in relation to Covid-19   
  
6.1 To adhere to government guidelines and social distancing measures to protect individuals, including Advice Centre Staff, from transmission.   
  
6.2 To not enter the Advice Centre if Covid-19 symptoms are present (high temperature, new continuous cough and/or change in taste/smell) or in contact with someone who has tested positive. If face-to-face appointment is booked clients are asked to inform Advisors of symptoms or inability to attend in good time so that an alternative, remote appointment can be arrange instead.   
  
6.2 To wear face masks when entering the Advice Centre, unless medically exempt, and to be understanding and mindful of safety measures put in place for the protection of both clients and providers.   
  
6.3 No threatening, intimidating or inappropriate behaviours especially in the context of sanitary concerns, i.e no physical contact or dismissal of social distancing measures towards Advice Centre staff   
  
6.4 Advice Centre staff have the right to withdraw the service if users are not adhering to safety measures put in place or being mindful of the safety and protection of those present.