



ULSU Advice Centre Appointment & Drop-in Policy

Introduction

The ULSU Advice Centre offers advice to members of the ULSU group on both an appointment and drop-in basis.

In either instance, if the student is initially accessing the service, they will be asked to complete an Information Sharing and Data Storage Consent Form.

If the student does not consent to the Advice Centre opening a case on their Information Sharing and Data Storage Consent Form, the Advisor will be able to give verbal advice only and no follow up case work. If the student accesses the service again, they will be asked to complete a new Consent Form.

The Advice Centre staff will make a record of a drop-in or appointment on the Students' Union Management System (SUMS) as per ULSU Advice Centre Case Recording Policy.

Advice Centre staff should look to accommodate any accessibility requests, for example through considering appointments outside of working hours, on a case by case basis.

Advice Centre staff should follow the follow up procedure set out in the ULSU Advice Centre Follow Up Policy.

Drop-in

The Advice Centre runs a drop-in service Monday to Friday between 12 and 2pm where students can visit the Centre and wait to speak to an Advisor.

On attending a drop-in, clients will be triaged by an available member of the Advice Centre Staff and asked to wait until an Advisor becomes available.

Drop-ins will be treated as an initial appointment and should last up to 15 minutes. If more time with an Advisor is needed or the issue seems complex, Advisors should book a follow up appointment.

Appointments

Clients are encouraged, where appropriate, to book an appointment with the ULSU Advice Staff. This can be a visit appointment or a telephone appointment.

Appointments should be booked for 30 minutes, unless the query seems complex and the Advisor deems that a longer appointment is needed.

Clients can book appointments by directly contacting the Advice Centre or through the online Microsoft Bookings system.

Non-attendance

Clients who do not attend a scheduled appointment will be called on the telephone number they have provided 10 minutes after the scheduled start time of their appointment.

Non-attending clients will be deemed "Did Not Attend" 20 minutes after the scheduled start time of their appointment.

Advice Centre Staff should attempt to communicate with all non-attending clients to ascertain whether a new appointment is required.

Last Reviewed: August 2020

Next Review Date: August 2021