



ULSU Advice Centre Advising Third Parties Policy

Purpose

This policy applies to any individual accessing the University of Lincoln Students' Union (ULSU) Advice Centre for information, advice and guidance. The policy will outline the acceptance of third party referrals and instances where an Advisor may need communicate with a third party about a client's case..

The ULSU Advice Centre offers a confidential advice service to students of the University of Lincoln and members of the ULSU.

There may be times throughout a client's case that the Advisor needs to speak to a third party, either in the interests of progressing the case or reporting a duty of care/safeguarding disclosure (see ULSU Safeguarding Children and Vulnerable Adults Policy).

A third party is anyone who is not directly involved in the case but who is advising, supporting or representing another. This includes University Services, External Services and parents.

If non-students approach the ULSU Advice Centre about any matters not related to the Students' Union or University of Lincoln, they will be signposted to alternative agencies which they could approach for assistance.

Third party involvement

The ULSU Advice Centre is a confidential service and will not discuss a student's case or provide any information, advice or guidance to a third party without a ULSU Advice Centre Information Sharing and Storing Data Consent Form being completed by the student in question.

The ULSU Advice Centre Information Sharing and Storing Data Consent Form will ask for the student's consent for (a) the ULSU Advice Centre to share information relating to their case with a third party, and (b) the third party to share information relating to their case back to the ULSU Advice Centre . An Advisor will not share any information with a third party unless the student has consented to both.

If a student consents to their allocated Advisor speaking to a third party about their case, all correspondence with the third party will be logged in the case notes. The student will be informed of all correspondence and copied into emails.

This is in the exception of duty of care and safeguarding cases where an Advisor will need to break confidentiality due to vital interest. In these instances, Advisors will follow the process set out in the ULSU Safeguarding Children and Vulnerable Adults Policy.

Third party referrals

The ULSU Advice Centre encourages students to contact the centre directly. However, we recognise that in some cases a student will need to be referred into our service by a third party service.

In these cases, the third party should obtain the student's consent for the referral and for an Advice Centre staff member to contact them. If it is clear the student has given consent, an Advisor will make contact with the student to offer support.

If an individual is unable to access the service directly and has not given explicit consent then general information, advice and guidance that is not case specific can be provided to the enquirer.

Last Reviewed: August 2020

Next Review Date: August 2021