



Advice &
Support at
Keele SU

CODE OF PRACTICE

Advice & Support at Keele SU (ASK) provides advice, information, and representation to all Keele University students¹.

What can you expect from ASK?

Advice, information, and representation.

Access to ASK

Advice is available by email on su.ask@keele.ac.uk or by completing our [online form](#).

Appointments can be booked on our [online appointment booking system](#). Appointments are available in person, by telephone and by Microsoft Teams.

Our website is available 24/7 and has information on topics relevant to Keele University students.

Free, independent, confidential, impartial, accurate and up to date advice.

ASK Code of Practice

Staff in ASK work to our published policies available on the [Keele SU website](#).

Initial advice or signposting at the first advice session. Advice will be as complete as possible at this stage. There may be follow up work that ASK Advisers suggest you should carry out, or the ASK Adviser agrees to undertake work on your behalf.

To be advised of your rights and responsibilities and options available to you, based on the information you supply.

¹ The term 'student' means prospective and current students. If you have recently left the University, ASK would normally seek to refer you to appropriate agencies. However, 'recently' does allow ASK some flexibility, as it may be appropriate for ASK to continue to offer some assistance; please see our 'Withdrawal of Service' policy.

You can expect to be offered the same service regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy, and maternity, race, religion or belief, sex, or sexual orientation.

To be allowed access to ASK and its services. See also Withdrawal of Service Policy.

To be informed of a conflict of interests, or a potential conflict of interests. See Confidentiality Policy and separate leaflet about conflict of interests and collusion.

To be made aware when confidentiality may be breached. See Confidentiality Policy.

To keep accurate, up to date records of client contact and casework undertaken.

You can expect to receive timely updates about the progress of your Case

Your file will remain the property of ASK; you are welcome to read to at any time and to request a copy for your records should you need it.

To respect a request to remain anonymous. We will treat information given in confidence (subject to the current Confidentiality Policy). If you wish to remain anonymous, we will do what we can to accommodate this. This will obviously constrain any advice, representation or negotiation work we will be able to undertake on your behalf.

To brief the elected officers. To provide (anonymous) evidence documenting issues or trends adversely affecting the student population, to be used to lobby the University or other external organisations.

Not to identify you as a service user. This means that we will not speak to you out of the office unless you acknowledge us first.

ASK will not advise clients to use fraudulent, unscrupulous, or dishonest means to achieve their aims. See also our Confidentiality Policy. ASK aims to achieve the best outcome for you, through advice is tailored to your circumstances.

ASK will not advise student landlords on housing/tenancy related issues, whether they are renting to students or to the private sector, unless it is in the tenants' interests to do so.

What we expect from you:

To keep appointments and arrive on time. If you arrive more than 10 minutes after your appointment time, you will be asked to make another

appointment.

To give us accurate information and keep us informed of any developments. Be honest with us. See Confidentiality Policy.

To carry out any action agreed with the ASK Adviser.

Not to expect ASK Advisers to advise you out of hours.

Not to expect the ASK Adviser to discuss the particulars of a case other than your own.

ASK offers its services to staff, however ASK retains the right to refuse to do so, or, to cease advising a member of staff if it is to the detriment of a student, or it may prevent a student using the service due to potential conflict of interest. Please also see ASK's Confidentiality Policy.

Members of university staff are requested to source advice relating to employment / university matters elsewhere (e.g. Citizens Advice, Union representatives, solicitors).

KeeleSU staff are requested to seek employment advice from alternative sources (e.g. Citizens Advice, Union representatives, solicitors).

Where alternative sources of assistance are necessary or recommended, ASK will assist in finding appropriate agencies.

What we would like you to do:

Let us know, if you can, the outcome of your case.

Offer any suggestions of ways we can improve our service. Please use the feedback survey at www.keelesu.com/advice/asksurvey.

Let us know if you are pleased with the service. See our Gift Policy.

Use the Complaints Procedure if you are dissatisfied with the service you received.

Complete client surveys, carried out from time to time.

Thank you for using Advice and Support at Keele SU.