

Arts SU Advice Student Handbook

Published - March 2021

Owner - Advice and Policy Manager

Contents

Introduction	3
Arts SU Advice Terms of Service	4
Equal Opportunities Statement	5
Accessibility.....	6
Confidentiality and Your Case Record	7
Breaking Confidentiality	8
Withdrawal and Limiting of Service	9
Feedback.....	10
Complaints	11
Privacy Statement.....	12
Signposting	16
External Support	18

Appendix

Consent to Break Confidentiality	22
--	----

Introduction

The Advice Service exists to provide support and information that is independent from UAL. The Service is **free, confidential** and **non-judgemental**. Advisers are all trained to be able to offer a professional service and provide accurate information on the options available to you.

The service is user led and aims to empower you to make an informed choice. Advisers can provide support and guidance through certain processes however, ultimately, they cannot make decisions on your behalf.

We provide advice in the following areas

- Academic Misconduct
- Appeals
- Bullying, Harassment and Sexual Violence
- Complaints
- Extenuating Circumstances
- Preparing Medical Evidence for UAL processes
- Student Disciplinary
- Time Out
- Preparing a case to take to the Office of the Independent Adjudicator (OIA)
- Additional Support Available at UAL
- Housing advice, which includes UAL halls contracts/disputes

We encourage students to contact us if their query falls outside of these areas as we signpost to relevant organisations. We can identify if their issue may also impact upon an area we can advise on.

In short, we are here to help.

This document is designed to tell you about our service and how we will interact with you. Your adviser may reference it when they speak to you.

We are here to help you. Our terms of service sets out who we are, what we expect from you and what we can and can't do for you.

Who we are -

- We are independent and separate from UAL but we often work together
- Arts SU are a charity set up to support UAL students (Charity Number 1143161)
- Arts SU Advice is a free and confidential advice service
- Our service is free
- Our service is voluntary; you are under no obligation to seek advice from us

What we need from you -

- You need to tell us as much information as you feel comfortable doing so
- You need to be respectful to our staff at all times
- You need to tell us if you are seeking advice elsewhere
- You agree to receiving advice in line with our handbook which is available in print at the SU office in Holborn and online at arts-su.com/advice

What we will do for you -

- We will empower you with the right information to take the next steps
- We are here to explain your options and advise on processes
- We can read over documents you receive and help you make sense of them
- We will empower you with the right information to take the next steps
- We will help you to prepare for meetings with UAL
- We can accompany you to meetings with the university where we have capacity to do so
- Where we don't have the expertise to help, we will refer you to a service that can
- We can help you draft content for forms and emails
- We will respond within 3 days to correspondence but this may be longer when we're busy

The Advice Service are here to empower you to act; with that in mind we don't do the following -

- We don't act on your behalf
- We can't type up emails, forms or letters for you
- We don't submit forms for you
- If we attend a meeting with you, we won't speak on your behalf
- We don't offer ongoing welfare or counselling support, but we will link you with services that can if you need
- We don't advise you on complaints about the SU as this is a conflict of interest
- We don't advise you if you're getting advice on the same matter from another 3rd party
- We won't speak to parents, guardians or 3rd parties about your case without your written consent

If you access advice from our service, you agree to our terms of service and associated policies.

It is very important that you understand the '**What we need from you**' section of this document. If you were to breach any of these expectations we may have to limit or withdraw the service from you.

Equal Opportunities Statement

We work to uphold our equal opportunities statement in all that we do.

Aims

This policy seeks to encourage a community in which all individuals may contribute as fully as possible without fear of unfair and discriminatory attitudes and practices.

In order to ensure that there is a positive atmosphere, the Union seeks to create and sustain a welcoming environment for all of its users both in and outside of the Union's premises.

Principles

Discrimination, direct or indirect, based on gender, appearance, ethnic, national, regional or racial origin, age, socio-economic background, disability, religious or political beliefs, sexual orientation, family circumstances, health, including HIV status, Trade Union membership or any other distinction is unacceptable and will not be tolerated.

Such forms of discrimination represent a waste of human potential and is to the detriment of the individual and the Union as a whole.

Equal Opportunities Policies can only succeed with the active support of the whole organisation and the Union seeks to involve all sections of students and staff in the continued development and implementation of its policy and related activities.

Accessibility

We will look at ways of removing barriers that restrict access to our services for disabled people. We ascribe to the social model of disability¹ so you won't be asked to produce any evidence to access reasonable adjustments.

When you first access our service you should let us know if you have any reasonable adjustments that you think we should know about so that we can give you the best service.

We are aware of our obligations under the Equality Act. We are an independent charity, separate to UAL, and our resources are limited but we will always take your reasonable adjustments seriously and do our best to accommodate them.

¹ You can read more about the social model of disability here - scope.org.uk/about-us/social-model-of-disability/

Confidentiality and Your Case Record

Confidentiality

Our service is confidential. This means we won't disclose any information relating to you or your case to anyone outside of the service including confirming if you are using our service or not without your express consent to do so. There are times when we may need to break confidentiality (please see page 8).

Making contact

We usually record your details, your query, any relevant background information and certain documents. If you don't want to or can't provide this information then their adviser will explain that it could limit the advice they can give. We will record the advice given, included any agreed actions.

Our advisers will take reasonable steps to ensure your case is dealt with confidentially.

We will offer a private space to speak where practical. If you wish to speak somewhere more private then please let your adviser know and they will try to accommodate where possible.

In order to provide a great service you should clarify with your adviser if you have a preference in terms of contact and we will record this on your case notes. We will endeavour to meet these needs where possible. We will record if you have indicated that certain forms of contact are insecure or unacceptable.

When leaving voice messages advisers will not identify themselves as working for an advice service and reveal any details of a cases content. Where clients request that no contact be made with certain parties this will be recorded and adhered to.

Advice Team employees may discuss cases between themselves. We will ensure that no discussions which could identify clients of the service take place outside of the advice service. All statistical recording shall be anonymous.

Storing your data

We take notes on your case during every interaction we have with you. Case notes are essential as they enable the service to keep an accurate record of the advice provided, ensuring a level of continuity should you return to the service.

Case notes, copies of correspondence and other documentation relating to your case will be held in lockable cupboards or password protected computer drives. Any paper documentation relating to your case will be digitised and disposed of as soon as possible using appropriate confidential waste procedures in line with Data Protection legislation

All case notes will be stored using a case recording software programme called Advice Pro. Your data is securely stored in the UK within a secure operations centre compliant with Information Security Code of Practice ISO27001, and automatically backed up daily. Your digitised notes will be kept in a secure archive for a maximum of 7 years after which it will be automatically archived removing all personally identifiable information.

You can request to see your case file at any time and the service should provide this within five working days.

Breaking Confidentiality

There are instances where it can be helpful to disclose your details to a third party, such as the University. Ordinarily, we will need your written consent to do this which we will get by filling out a consent form or by you writing us an email. We will record you giving this consent on our case management system.

There are rare occasions where an adviser may need to break confidentiality without consent.

These include:

- If we think you may be a risk to yourself or other people
- If you disclose information relating to a child or vulnerable adult who may be at risk of harm
- If we are required to by law

If it is an emergency situation advisers are able to proceed to break confidentiality in line with the above points.

If an adviser feels it necessary to break confidentiality without consent and it is not an emergency then they must inform the Advice and Policy Manager in the first instance, who will then consult with Arts SU Safeguarding Lead about how to proceed.

Breach of Confidentiality

If the confidentiality of your data is compromised we will report this to the Arts SU Data Protection Officer and inform you as soon as practicable. We will report the incident to the Information Commissioner's Office if required.

Withdrawal and Limiting of Service

We will take reasonable steps to avoid withdrawing or limiting the service from an individual. If we need to limit the service we offer you then we will explain this to you in writing.

Unfortunately, there are instances where we may need to withdraw the service.

Below is a list of circumstances where we would withdraw service, this list is not exhaustive

- if you are disrespectful, rude or violent to any SU staff member
- if you're getting advice on the same matter from elsewhere
- if you don't abide by the SU Equal Opportunities Policy
- if you ask us to lie on your behalf
- if you have exhausted all options which we advise on
- if you continuously breach any agreements set out with your adviser
- if you continuously miss appointments without providing notice or without good reasons
- if there is a conflict of interest
- if you expect us to act outside of our terms of service/policies or if you breach our policies

A decision to withdraw the service will initially be made by the Advice and Policy Manager.

There is no right of appeal against this decision however the SU Complaints Procedure may be used should a student be unhappy with any aspect of the service.

Conflict of Interest

Occasionally a conflict of interest may arise, which could compromise the ability of an adviser to act independently. Where a conflict of interest has been flagged the case/s will be re-allocated where necessary. If there are not enough advisers, then students will be advised on a first come first served basis.

Feedback

Your feedback is incredibly important to us as it allows us to maintain a user centred approach. We understand that our service will need to adapt with our members and so it is essential for us to get your views on a regular basis.

We will survey our users at least once a year. This will enable us to address any reoccurring issues and also provide students with an opportunity to make suggestions for improvements to the service anonymously. We will use our communication channels to publicise our findings, both positive and negative, as well as the steps we will take to improve.

We welcome student feedback throughout their contact with us and encourage students to raise any concerns they have with their adviser as soon as possible so that we can act to resolve them.

Complaints

We pride ourselves in providing an exceptional service. However, there are times and situations where we may have fallen short of your expectations. If this is the case, then we would like you to inform us, so we can investigate the situation and take any necessary steps to resolve the situation and improve our service.

In the first instance you should speak to your adviser to resolve any issues. If this is not appropriate then you can contact the Advice and Policy Manager, Colum Mackey to talk about your concern via

email - c.mackey@su.arts.ac.uk

or

phone to make an appointment - 020 7514 6270

SU Complaints Process

If you'd like to complain about the service you should do this using the SU Complaints Procedure which can be found at arts-su.com/contact

Access to Advice during a Complaint

In most cases you can still access the service whilst your complaint is being resolved, however we may need to make necessary adjustments, such as seeing a different adviser or receiving advice by e-mail instead of in person. If there is a conflict of interest or if we are unable to continue advising you, we will signpost you to an alternative provider of advice where possible.

Privacy Statement

Introduction

Arts SU Advice (“we, us, our”) of Arts Students’ Union takes your data protection and rights in relation to this very seriously. Our Privacy Statement is written to make things as clear as we can, if you have any questions about your privacy in relation to getting advice from Arts SU Advice then please contact us (details below).

We promise to respect and protect any data you share with us; we won’t do anything with your data that you wouldn’t reasonably expect us to do when you contact us for advice.

Data protection in the UK is overseen by the Information Commissioner’s Office (ICO) and the main legislation that underpins it is derived from the EU General Data Protection Regulations (2016) (GDPR). The GDPR forms part of the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018). The main provisions of this apply, like the GDPR, from 25 May 2018.

What Data We Collect

When you contact us and ask for support we keep a record of the information you have provided, our response to you and details of every subsequent interaction.

How We Collect and Use Your Data

Arts SU Advice is an independent and confidential service. We process your data for our own records. Processing data includes: collecting, recording, storing, analysing etc. It is stored electronically, externally to the Union and the University servers. We will never use the information about you for marketing purposes.

We collect data about you in two ways, either directly from you or directly from a person/third party you have given consent to share information with us for example your tutor or a member of student services staff.

We use your data for two purposes. The first and most important is to help you with your case/problem, from the GDPR legislation the legal basis we have to collect your data is called a legitimate interest (Article 6 GDPR). This means that we feel you would reasonably expect us to process your data when you approach us for support. For example, it would be very difficult for us to give you feedback on an academic appeal if you didn’t tell us your name or what course you were on. Because of this, we don’t need direct consent to process your data when it is part of your case/enquiry. It is necessary for Arts SU Advice to protect your interests as our client as well as our interests as a service. We believe that you have a right to complain if the advice you receive is incorrect or unsatisfactory. Without storing data, including case details, it may be difficult for you to seek redress. We require your data in the event of a complaint so that we can check if the advice provided was accurate and you were treated in a fair and respectful manner.

The second reason that we process your data is for monitoring and statistical purposes. At this point any demographic data is anonymised, so you can’t be directly identified from it. We then use this to look at trends/patterns so that we can focus our work on helping students in the best possible way. For example, if we see that a lot of foundation students or students in a particular department are having the same problems, we can look at ways to prevent these problems from occurring in the

first place. We might approach the University about changing a policy or look at how we can better provide advice to a particular group of students, but we would not use any information which could directly or indirectly identify you.

We also want to make sure that we are giving you the best advice possible, so we regularly have monitoring reviews and audits of our service. This means that your case might be looked at by an external party (for example another Advice Service at another institution), but your identifying data will always be removed first.

Sharing Your Data and Disclosure to Others

In general, we will not share your information outside of Arts SU Advice without your direct consent. We need this consent in writing either in an email from you or in writing if you're seeing us in person.

However, there are some instances where we have a statutory obligation to share your data. These are instances that are set out in Acts of Parliament or by a Court of Law. They include criminal and terrorist activity, adult and child protection concerns, conflict of interest, or if we believe there is a substantial threat to life/harm of you or another person. You can read more details about this in the Breaking Confidentiality section of this handbook.

Consent

Consent has been clarified and defined in the GDPR. It has to be a clear process and involve a positive choice from the person giving it (no pre-ticked boxes or opt out options are now allowed). You are also able to withdraw your consent at any time. We can't refuse to advise you on that basis alone but it may impact on the level of service we can offer.

We will ask for your explicit consent to share your information when it is relevant/necessary to advise you. If we deem this necessary, we will ask you to sign a mandate allowing us to share your information, this can only be to specific people for a specific purpose. For example, if you want us to accompany you to an academic misconduct panel you may need to give us your consent to speak with the University about your case.

How to Change and Erase Data We Hold on You

You have the right to be able to see the information we hold on you, have any incorrect facts changed and to have your data erased. If you want to exercise any of these rights, please contact us (details below) and we will talk you through the process.

Your Rights

The GDPR sets out your rights as an individual, we strive to uphold and protect your rights in balance with our legitimate interest in providing advice for you.

1. The right to be informed

2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

You can see detailed explanations on each of these rights [here](#).

Keeping Information Secure

We have explained why we process your data; we also want to explain the actions we take to keep it secure. We store all of your data on a system called Advice Pro. This is held externally to both the Union and the University and is only accessible to Arts SU Advice staff. Advice Pro advocates privacy by design and as such annually employ the NCC Group to undertake penetration testing, one of the top three companies providing the service.

Advice Pro is a highly trusted case management system within the advice sector and is fully compliant with the GDPR. We thought carefully about what storage system we wanted to use and Advice Pro have clear statements on their commitment to the security and protection of your data. Their GDPR Factsheet provides an overview of how their functionality and design features for the system comply with GDPR: [here](#)

Any documentation not stored on Advice Pro will be kept in your Adviser's password protected personal drive or within a locked cabinet.

Any emails you send us will be stored on the Arts SU Advice Microsoft Office365 account or your Advisers individual Microsoft Office365 account.

Timeframes

The GDPR states that we can only keep your data for no longer than it would be reasonable for the purposes that we have outlined. We have considered this, and we feel that a seven-year retention period gives you the opportunity to re-engage with our service throughout your time at University.

This means that if an issue in first year occurs again in fourth year we still have your details and you don't need to go through the same process twice. Some issues, like complaints, can still be in process after you have left the University, which is why we feel 7 years in an appropriate timescale.

After this time all of your data will be automatically archived (fully anonymised and only accessible for statistical reporting) from Advice Pro and any other internal systems.

How to Contact Us

If you have any questions about privacy and confidentiality, please get in touch:

Arts SU Advice

0141 567 5040

advice@su.arts.ac.uk

Chief Executive of Arts SU and Data Protection Officer

Yemi Gbajobi

y.gbajobi@su.arts.ac.uk

Arts Students' Union is a distinct organisation from the University of the Arts London and as such retains sole responsibility for our use of your personal details. For enquiries regarding data held by the University of the Arts London please contact the Data Protection Team.

For information controlled by the University of the Arts London refer to their website

arts.ac.uk/privacy-information

Signposting

Where we don't have the expertise to help, we will refer you to a service that can. We can also advise you on how your primary issue may overlap with an area that we do advise on.

UAL Services

Depending on your issues we may refer you one of the following internal services

Counselling / Mental Health Support

UAL Counselling / Mental Health Service	arts.ac.uk/students/student- services	Online	020 7514 6251
---	--	------------------------	---------------

Disability and Dyslexia Support

UAL Disability and Dyslexia Service	arts.ac.uk/students/student- services	disability@arts.ac.uk	020 7514 6156
--	--	--	---------------

Chaplaincy

Mark Dean Chaplain Camberwell, Central Saint Martins, Chelsea and Wimbledon	arts.ac.uk/students/student- services	m.w.dean@arts.ac.uk	07843 329587
William Whitcombe Chaplain High Holborn, London College of Communication, London College of Fashion	arts.ac.uk/students/student- services	w.whitcombe@arts.ac.uk	07872 816157

Visa Advice

UAL Student Advice Service	arts.ac.uk/students/student- services	Online	020 7514 6250
-------------------------------	--	------------------------	---------------

Financial Advice / Student Loan Advice

UAL Student Advice Service	arts.ac.uk/students/student- services	Online	020 7514 6250
-------------------------------	--	------------------------	---------------

Language Development/Support

UAL Language Development	arts.ac.uk/study-at-ual/language-centre	languagedevelopment@arts.ac.uk	020 7514 2309
--------------------------	---	--------------------------------	---------------

UAL Halls

UAL Accommodation Services	arts.ac.uk/study-at-ual/accommodation	Online	020 7514 6250
----------------------------	---------------------------------------	------------------------	---------------

Private Accommodation Advice including finding a place to live

UAL Student Advice Service	arts.ac.uk/study-at-ual/accommodation	private.accom@arts.ac.uk	020 7514 6240
UAL housing noticeboard	commonplace.arts.ac.uk		

Admission Advice

Camberwell, Chelsea and Wimbledon	Home/EU Admissions Team: ccw.ukeu@arts.ac.uk International Admissions Team: ccw.international@arts.ac.uk
Central Saint Martins	Home/EU Admissions Team: csm.ukeu@arts.ac.uk International Admissions Team: csm.international@arts.ac.uk
London College of Communication	Home/EU Admissions Team: lcc.ukeu@arts.ac.uk International Admissions Team: lcc.international@arts.ac.uk
London College of Fashion	Home/EU Admissions Team: lcf.ukeu@arts.ac.uk International Admissions Team: lcf.international@arts.ac.uk

Anonymous Reporting of Concerns including bullying, harassment and sexual violence

Tell Someone	arts.ac.uk/tell-someone	tellsomeone@arts.ac.uk
--------------	-------------------------	--

Careers Advice / Getting a Job / Arts Temps

UAL Student Careers	arts.ac.uk/students/student-careers
---------------------	---

External Support

Where UAL doesn't have specific support available or if you do not want to access an internal service we may refer you to a service external to UAL

Legal Advice

Queen Mary Legal Advice Centre		lac.qmul.ac.uk		lac@qmul.ac.uk		020 7882 3931
--------------------------------	--	----------------	--	--	--	---------------

Non-Emergency Health Advice

NHS 111		111.nhs.uk		111
---------	--	------------	--	-----

Emergency Health Care

NHS | 999

Police - Non-Emergency

Police 101		111.nhs.uk		111
------------	--	------------	--	-----

Police Emergency

Police 999		111
------------	--	-----

24 Hour Mental Health Support

Samaritans		samaritans.org		jo@samaritans.org		111
------------	--	----------------	--	-------------------	--	-----

Supportive Listening and Counselling – In Person

The Caravan Drop-In St James Church 197 Piccadilly London, W1		thecaravan.org.uk		info@thecaravan.org.uk		Voicemail service 020 3137 9984
--	--	-------------------	--	------------------------	--	------------------------------------

LGBT+ Support

Switchboard LGBT+ Helpline		switchboard.lgbt		chris@switchboard.lgbt		0300 330 0630
----------------------------	--	------------------	--	------------------------	--	---------------

Trans+ Support

Mindline Trans+		0300 330 5468
-----------------	--	---------------

Sex Worker Support

Sex Worker Advocacy and Resistance Movement	swarmcollective.org	contact@swarmcollective.org
National Ugly Mugs	uknswp.org	

Eating Disorders

Beat | beateatingdisorders.org.uk | 0808 801 0811

Welfare Advice

Citizens Advice | citizensadvice.org.uk

External Housing Advice

University of London Housing Service | housing.london.ac.uk | housing@london.ac.uk | 020 7862 8880

Survivors of Sexual Violence Referral Hub

London Survivors Gateway | survivorsgateway.london | [Online](#) | 0808 801 0860

Sexual Violence Charities

Rape Crisis	An expert organisation that has comprehensive information for female survivors (including those who wish to report to the police), as well as a helpline	https://rapecrisis.org.uk/
The Havens	An expert organisation that can support survivors when the incident occurred in the last 12 months (they can provide a forensic medical examination)	https://www.thehavens.org.uk/
Galop	Support for LGBT+ survivors	http://www.galop.org.uk/
SurvivorsUK	Support for male survivors	https://www.survivorsuk.org/

Papyrus

Suicide prevention
organisation

<https://papyrus-uk.org/>

Appendix

Consent to Break Confidentiality

In line with our confidentiality policy and privacy statement, we need your written consent to speak about your case to a 3rd party including UAL. You can see the confidentiality policy in full by reading the Arts SU Advice Student Handbook. Ask your adviser for a copy of the handbook or access it at arts-su.com/advice

I give consent for my Arts SU Adviser to speak to (please circle)

- student services
 - tutor
 - program administrator
 - appeal/complaints/EC administrative staff
 - Other (please state)
-

about...

Signed

Date
