

Arts SU Advice Service Student Handbook

Owner	Advice Manager
Scope	Arts SU Advice Users and Staff
Approved	July 2025
Next Review	June 2026

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1. 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.

2. Terms of Service

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.

2.1 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

2.2 What we need from you

- You need to tell us as much information as you feel comfortable doing so
- You need to always be respectful to our staff
- You need to attend appointments as scheduled or let us know in advance if you can't
- You need to tell us if you are seeking advice elsewhere
- You agree to receiving advice in line with this handbook

2.3 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

2.4 What we cannot do

- 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.

3. Equal Opportunities Statement

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

3.1 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.

3.2 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.

4. 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 disability 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.

5. Confidentiality and Your Case Record

5.1 Confidentiality Statement

Our service is confidential. This means we won't disclose any information relating to you or your case to anyone outside of the service without your express consent to do so. This includes confirming if you are using our service or not.

For quality, compliance and safety purposes, there are times when we may need to break confidentiality without your consent to do so. Please see section 6 Breaching Confidentiality for further information.

5.2 Making contact

We usually record your details, your query, any relevant background information and certain documents shared with us. If you don't want to or can't provide this information, then your 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.

So that we can 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.

The Arts SU Advice Service team may discuss cases between them to ensure the quality and consistency of our service. These discussions take place in confidential spaces. Any conversations that may identify clients will not take place outside of the service. All statistical data collection and reporting are recorded anonymously to ensure that clients cannot be identified.

5.3 Storing your data

We document notes on your case during every interaction with you to maintain an accurate record of the advice we provide. This ensures that there is a level of continuity should you return to the service.

All case notes, correspondence and documentation relating to your case will be stored securely, either in locked cupboards or password protected computer drives. Paper documentation will be digitised and disposed of using 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 have the right to request access to see your case files at any time and the service should provide this within five working days.

For more information on how Arts SU handles student data please refer to our [Privacy Policy: Arts Students' Union Members](#)

5.4 Consent to Share Information

To aid your case, there are instances where it can be helpful to disclose your details to a third party, such as the University. Your advisor will explain to you why they need to share this information, who with, and what information is to be disclosed. Advisors are required to obtain written consent from you in any circumstance where they intend to share your personal information with a third party unless following safeguarding protocol (see section 6 breaking confidentiality). We will record you giving this consent on our case management system.

6. Breaching Confidentiality

There are rare occasions where an adviser may breach confidentiality without your express consent. Such decisions are made with careful consideration and in-line with Arts SUs Safeguarding and Data Protection policies.

The Advice Service understands confidentiality to mean that no information regarding a client shall be give directly or indirectly released to a third party without the client's expressed consent **except** in the following cases:

- 1) Safeguarding
 - We think you may be a risk to yourself or other people
 - You disclose information relating to a child or vulnerable adult who may be at risk of harm
 - You are incapable of giving consent to share information (for example, due to intoxication or to mental ill-health) and it is necessary to break confidentiality to protect your welfare
- 2) Conflict of Interest
 - Where the Advice Service identifies a potential conflict of interest which requires informing one party that we can no longer act on their behalf, this may draw attention to the fact that we are already acting on behalf of another party. In these circumstances the compromised party will be informed of the breach, and no further action will be disclosed.
- 3) External Audit
 - Where files are selected for external quality audit by AQS they will be released to the auditor. Clients will be given the opportunity to decline this consent, and such refusal will be indicated on the case file.
- 4) We are required to by Act of Parliament or a Court of Law

6.1 Procedure for Breaking Confidentiality

If an adviser has identified a safeguarding concern and believes it is necessary to disclose information without student consent, they must follow the following steps as outlined in the Arts SU safeguarding policy. The decision to pass on information, whether there is strictly a breach of confidentiality or not, is a management decision and not to be made individually.

1. The adviser should raise the matter immediately with the Advice Manager who will report the concern to the Deputy Chief Executive Membership (DCEOM). Advisers should report directly to the DCEOM where the Advice Manager is unavailable. If

neither the Advice Manager or DCEOM are contactable, the adviser should instead notify the CEO or Deputy Chief Executive Operations in this order.

2. All recent communications with the student should be documented on AdvicePro as soon as actionable so this can be reviewed by the Advice Manager/DCEOM to assess the risk of harm
3. Where the Advice Manager/DCEOM decide that the risk warrants a breach of confidentiality, this will be escalated to the CEO to make a final decision on whether confidentiality should be breached
4. Where the CEO deems it reasonable to break confidentiality, this will be shared with the Advice Manager to be actioned
5. The Advice Manager will contact the most appropriate service to support the concern and notify the student of this communication in writing. These communications will all be recorded on AdvicePro as well as details of the justification for the breach
6. Where appropriate, the procedures for reporting and recording a safeguarding concern should also be followed in line with Arts SU's Safeguarding policy and procedure

6.2 Other Breaches of Confidentiality

If the confidentiality of your data is compromised for any other reason than listed above, we will report this to the Arts SU Data Protection Officer and inform you as soon as possible. We will also report the incident to the Information Commissioner's Office if required.

7. Refusal, Withdrawal and Limiting of Service

There may be times when we are unable to offer our services or need to adjust the level of service we can provide, including withdrawal of service. We will take reasonable steps to avoid withdrawing or limiting the service from an individual wherever able. If we need to limit or withdraw the service we offer you, then we will explain this to you in writing.

7.1 When to limit or withdraw 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 reason(s)
- 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
- If there is a loss of confidence or irreparable breakdown of adviser/client relationship.

There is no right to appeal against a decision to adjust your level of service. However, the SU Complaints Procedure may be used should a student be unhappy with any aspect of the service.

7.2 Standard Actions

Advisers should document all client conduct concerns within their case file using notes and the “client conduct” tag. Where an adviser feels it is necessary to consider an adjustment to a student's level of service, this should be raised to the Advice Manager immediately.

The decision to withdraw service will be made by a member of Arts SU’s senior leadership team upon receipt of a written recommendation to limit/withdraw service by the Advice Manager.

The student should be informed in writing of the decision to limit/withdraw their service. This contact will include;

- An explanation as to why the decision has been made.
Suggestions for alternative support providers.
- Information on the SUs complaints procedure.

All communications to the student regarding this process will also be recorded within their case file.

7.3 Conflict of Interest

Occasionally a conflict of interest may arise, which could compromise the ability of an adviser to advise you without bias or impartiality. A conflict of interest could arise for two reasons, either where your case involves an issue/individual close to our service or the union, or you are seeking oppositional support for a case we are already involved in with another student.

Where a conflict of interest has been identified, we may need to adjust the level of service available to you or re-allocate your case. You will be notified of this in writing.

7.3.1 Conflicts involving staff or the Students' Union

It may be considered a conflict of interest if you come to us about an issue that involves:

- A staff member who works closely with the Advice Service, or
- A situation where your chosen course of action could significantly impact the work or reputation of the Students' Union

In these cases, a conflict of interest would apply to all advice staff and it would therefore be reasonable to refuse service. This will be explained to you in writing, clearly stating that there is a risk of a conflict of interest and that we are therefore unable to support your case. You will be signposted to the most appropriate alternative service(s) to provide the support you are seeking.

7.3.2 Conflicts involving other students

Sometimes, multiple students involved in the same dispute may approach the Advice Service for support. When this happens:

- We will, where possible, assign different advisers to each student involved.
- Those advisers will keep their cases completely separate and will not discuss them with one another.
- Access to each student's case notes will be restricted to ensure privacy and confidentiality.
- Cases will be tagged as "conflict of interest" so any future conflicts are easily identifiable.
- Advisers will be allocated an alternative supervisor on the case where necessary so supervision can also remain impartial

If there are not enough advisers to support all parties while managing a conflict of interest, then students will be advised on a first come first served basis. The advice service reserves the right to refuse service if unable to allocate an impartial adviser to the case.

Where it is required to refuse service, students will be notified in writing and signposted to appropriate alternative support. To preserve the confidentiality of those students already accessing advice from us, details of the conflict of interest will not be disclosed in these communications.

8. 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 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.

9. Complaints

9.1 Raising a Concern

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 issue and improve our service.

In the first instance, you should speak to your adviser to raise your concerns. If this is not appropriate or you are unsatisfied with the response received, then you can contact the Advice Manager, Chloe Wilkinson-Silk via email (c.wilkinsonsilk@su.arts.ac.uk) or phone our SU front of house team (020 7514 6270) to make an appointment with Chloe.

9.2 SU Complaints Process

If you are not satisfied with the response from your adviser or the Advice Manager, you can submit a complaint via the Student Union's Complaint procedure. The Arts SU Complaints procedure and form can be found on our [Governing Documents](#) webpage.

9.3 Access to Advice During an SU 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.

10. Privacy Statement

The Arts Student Union Advice Service, as part of the wider Art Students' Union, operates in compliance with all Arts Student Union policies and procedures. The below privacy statement should be considered in concordance with the Arts SU [Privacy Policy: Arts Students' Union Members](#).

10.1 Introduction

University of the Arts London Students' Union ("Arts Students' Union", "we", "our" or "us") promises to respect any personal data you share with us, or that we get from other organisations and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. We understand that the current UK Data Protection Legislation, the new General Data Protection Regulations (GDPR) and the Privacy and Electronic Communications Regulations (PECR), are the main legislation we must ensure we keep to. Facilitating our legal requirements, organisation policy and services to our Members and the University of the Arts London (UAL) Community through using your personal data allows us make better decisions, communicate more efficiently and, ultimately, ensure you and others receive the services required.

10.2 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.

10.3 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. These are primarily to support your case/problem, and secondarily for monitoring and statistics.

10.3.1 Processing data for your case

Our legal basis for collecting your data in accordance with GDPR legislation 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.

10.3.2 Processing data for statistical monitoring

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.

10.4 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 section 6 Breaking Confidentiality of this handbook.

10.5 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 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.

10.6 How to Change and Erase Data We Hold on You

You have the right 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.

10.7 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](#).

10.8 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 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.

10.9 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.

10.10 How to Contact Us

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

Arts SU Advice advice@su.arts.ac.uk	Advice Service Manager Chloe Wilkinson-Silk c.wilkinsonsilk@su.arts.ac.uk	Chief Executive of Arts SU & Data Protection Officer Yemi Gbajobi y.gbajobi@su.arts.ac.uk
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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

11. Service Promotion and Marketing

At Arts SU Advice, we are committed to ensuring students know who we are, what we do, and how to access our support. This is achieved through tailored promotional efforts on-campus and digitally, and continued engagement with our UAL and external partners.

11.1 What We Promote

Our team works closely with the SU's Communications and Marketing team to ensure our messaging reaches our membership and meets their needs. We will create our content to highlight topical themes throughout the academic year relevant to our advisory areas of housing and academic processes as well as other matters and opportunities we feel of relevance to our service users (e.g. wellbeing and additional support services).

11.2 How We Promote Our Service

The Arts SU Advice Service uses a range of communication channels to engage with our members, including digital, physical and stakeholder promotional strategies.

11.2.1 Digital

The SU advice service utilises the Students' Union's central promotional platforms to engage with our members and advertise the services we offer. These include the Arts SU website, social media platforms (Instagram, TikTok, Facebook etc.), and our weekly member email newsletter.

The advice service does not hold any service-specific mailing lists but may contact service users for the purposes of collecting feedback and service evaluation. Consent to contact members for these purposes is acquired upon entry to our service and outlined in sections 5 and 8 of this handbook.

The advice service also hosts a member only housing platform on Facebook to support students in sourcing and advertising accommodation and flatmates. This platform is utilised as a means of us connecting with our members on accommodation matters and may also be used to promote the services we provide.

11.2.2 Physical

Our service creates physical assets within our spaces and many UAL buildings to support our engagement efforts with our members. These include leaflets, posters, digital signage across campus and occasionally giveaways or union-branded merchandise.

11.2.3 Stakeholder Engagement

Our service frequently engages directly with our members, UAL and external partners to ensure shared understanding of our service offerings and how these can be quickly and meaningfully accessed.

Our advisers often attend Union, UAL and external events relevant to our service to promote our offering, including but not limited to student welcome/services fairs, housing fairs, service expos/pop-ups, campaign and liberation activities and student voice forums. The advice service also directly engages with members through our own events, drop-ins and pop-ups throughout the academic year.

Information about the Advice Service is also regularly shared with UAL staff and relevant university departments to strengthen awareness and ensure that referrals can be made. UAL will promote and signpost students to our service within key communications such as exam board results letters, academic regulation documents, their own website and occasionally student newsletters/forums. The Advice team frequently shares updates on the service with UAL stakeholders in regular meetings.

11.3 Promotional Quality Assurance

We are committed to ensuring the information shared with our service users is relevant, accurate, timely, and fitting of the wider Arts SU brand and organisational aims. To achieve this, we work closely with the SU's Communications and Marketing team who oversee the quality and vision of our material. We ensure our information is accurate through regular internal reviews of our public information and resources. This includes an annual audit of all public-facing webpages, physical assets and digital content to ensure all information appropriate, up to date and readily available (no broken links etc.)

To make sure we are reaching all students - including underrepresented or less engaged communities, we review the effectiveness of our outreach at least annually. This includes monitoring engagement rates on digital platforms and evaluating feedback from students who access the service.

11.4 Referrals to Arts SU

We work closely with internal teams at the Students' Union, university staff, and external organisations to ensure students are referred to the right place at the right time.

We regularly review the referrals we receive to make sure they are appropriate and meet the needs of the student. This includes asking all students how they came to hear of our service during new client intake, collecting feedback from students, and monitoring patterns in referrals as part of our internal reporting.

By continually reviewing our communications and referral pathways, we aim to ensure that all students, regardless of background or campus, know how to access impartial, confidential, and student-centred advice when they need it.

12. Signposting & Referrals

To ensure students receive the best possible advice, advisers may signpost or refer them to other university departments or external services as appropriate.

12.1 Definition of Signposting

- Signposting is the process of directing a student to another organisation that can better assist with their query.
- Signposting occurs after an adviser has met with the student, assessed their needs, and determined that another organisation is better equipped to provide support.
- While advisers will provide contact details, it remains the student's responsibility to reach out to the referred organisation.

12.2 Definition of Referral

- A referral occurs when an adviser directly contacts another organisation on behalf of the student to facilitate support that the university's advice service cannot provide.
- A referral will usually take place when an adviser has met with the student to assess their needs and deems it more appropriate to refer to an organisation who will be able to assist the student.
- A referral is only made with the student's consent.
- An adviser can refer students to both internal university services and external organisations that the advice service has previously worked with. If the organisation is unfamiliar, the adviser must obtain consent from the Advice Manager before making the referral.

The advice service will aim to prioritise utilising services with AQS accreditation.

12.3 Keeping Clients Informed

Advisers shall inform the client of the need to either make a referral or signpost to another organisation. Advisers shall give the client;

- The reasons why it is necessary to signpost or refer
- A choice of agency (where available)
- The contact name, address and telephone number (signposting)
- The date, time and venue for an appointment (referral)
- Guidance on what to do if they encounter issues with the referred/signposted organisation
- Explanation of any financial implications of referral

12.4 Consent

Referrals shall only be made with the written or verbal consent of the client/student. We may be required to seek a signature or confirmation from the client to initiate a referral.

12.5 Monitoring and Recording

Referrals and signposts are recorded securely alongside our case notes in AdvicePro. Please read 'Keeping Information Secure' for further information on how we record and store case notes.

When made, it is possible your referral will also be recorded via the referred organisation's case management system(s). Please get in touch with the organisation you have been referred to for further information on their procedures.

12.6 Maintaining Quality of Referrals

The advice service will consistently review our directory to ensure that the organisations we work with are of high standard, aligning with client need and the SU's organizational values.

Feedback from students is taken into consideration when evaluating the suitability of these services. This feedback will be collected within their existing case record on AdvicePro.

We undertake the following measures to ensure our referral and signposting policy is implemented consistently and competently:

- 1) We will seek referral feedback through our case closure feedback form and will welcome any feedback offered from clients throughout their case with us.

- 2) We will review our directory of referrals at least annually to evaluate if:
- Better links are needed
 - Gaps in local service provision can be identified
 - Services listed are active and relevant to our student population
 - Services listed are reputable; holding relevant accreditations and/or are recommended by our advice membership organisation [AdviceUK](#).

Section 11 includes a list of organisations to which the advice service may signpost or refer students. The decision between signposting and referring will be based on an adviser's assessment of the student's needs.

13. Signposting and Referral Network

13.1 UAL Support Services

Depending on the student's situation, we may refer or signpost them to the following internal services;

13.1.1 Counselling / Mental Health Support

UAL Counselling, Health Advice and Chaplaincy	Online Contact Form Wellbeing Drop-In Email: studenthealth@arts.ac.uk Telephone: 02075146251
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13.1.2 Disability and Dyslexia Support

UAL Disability Service	Email: disability@arts.ac.uk Telephone: 02075146156
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13.1.3 Chaplaincy

William Whitcombe <ul style="list-style-type: none"> High Holborn London College of Communication London College of Fashion 	Email: w.whitcombe@arts.ac.uk Telephone: 07872 816157 Website: UAL Counselling, Health Advice and Chaplaincy
Mark Dean <ul style="list-style-type: none"> Central Saint Martins Chelsea College of Arts Camberwell College of Arts Wimbledon College of Arts 	Email: m.w.dean@arts.ac.uk Telephone: 07843 329587 Website: UAL Counselling, Health Advice and Chaplaincy

13.1.4 Visa & Immigration Advice

UAL Student Advice Service	Contact form
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	Telephone: 02075146250
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13.1.5 5 Financial Advice / Student Loan Advice

UAL Student Advice Service	Contact form Telephone: 02075146250
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13.1.6 Language Development/Support

UAL Language Development	Email: languagedevelopment@arts.ac.uk Telephone: 02075142309
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13.1.7 UAL Halls

UAL accommodation Services	Email: accommodation@arts.ac.uk Telephone: 02075146250
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13.1.8 Private Accommodation Advice

UAL Private Accommodation Services	Email: private.accom@arts.ac.uk Telephone: 02075146240
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13.1.9 Admissions Advice

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

13.1.10 Anonymous Reporting for Bullying, Harassment and Sexual violence

Tell Someone	Email: tellsomeone@arts.ac.uk
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13.1.11 Careers Advice / Getting a Job / Arts Temps

UAL Student Careers	Email: careers-employability@arts.ac.uk
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13.2 External Support Services

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

13.2.1 Pro Bono (Free) Legal Advice

Queen Mary University London Legal Advice Centre	Contact Form Email: lac@qmul.ac.uk Telephone: 020 7882 3931
East Greenwich Legal Advice Clinic	Contact Form Email: admin@eglac.org.uk Telephone: 07806 733341
King's College London Legal Clinic	Telephone: 020 7836 5454
London Metropolitan Legal Advice Clinic	Email: legaladvice@londonmet.ac.uk

13.2.2 Police

Non-Emergency	Police.uk Telephone: 101
Emergency	Police Emergency Services Telephone: 999
Anonymous Reporting	Crimestoppers Telephone: 0800 555 111

13.2.3 Health Advice

Non-Emergency	NHS 111 Telephone: 111
Emergency	NHS Emergency Services Telephone: 999

13.2.4 Out of Hours Mental Health and Wellbeing

Samaritans 24/7 mental health helpline	Email: jo@samaritans.org (Response in a few days) Telephone: 116 123 (immediate support)
Nightline	Live Web-Chat Email: listening@nightline.org.uk

	Telephone: 0207 631 0101
Papyrus HOPEline UK 24/7 Suicide Prevention Helpline	Text: 88247 Email: pat@papyrus-uk.org Telephone: 0800 068 4141
CALM Campaign Against Living Miserably Male suicide prevention helpline	Live Web-Chat London Telephone: 0808 802 5858 National Telephone: 0800 58 58 58
Shout - 24-hour Crisis text line	Text CAM to 85258

13.2.5 LGBTQ+ Support

Switchboard LGBT+ Helpline	Live Web-Chat Email: hello@switchboard.lgbt Telephone: 0800 011 9100	
Gendered Intelligence	Text/WhatsApp: 07592 650496 Email: supportline@genderedintelligence.co.uk Telephone: 0330 3559678	
Mindline Trans+	Telephone: 0300 330 5468	
METRO Charity	Email: hello@metrocharity.org.uk Telephone: 020 8305 5000	
Trans Services by Spectra	Health Advocacy Email: advocacy@spectra-london.org.uk Self-Referral Form	Counselling Email: counselling@spectra-london.org.uk Self-Referral Form

13.2.6 Sex Worker Support

National Ugly Mugs Advice & Client Report Directory	Telephone: 0800 464 7669 (Tues to Fri, 10am - 4pm) Web-Chat (free registration required)
The Alex Project by Spectra Richmond, Wandsworth, Lambeth Southwark and Lewisham	Email: askalex@spectra-london.org.uk “Ask Alex” Support Request Form Counselling Self-Referral Form
Beyond the Streets	Email: support@beyondthestreets.org.uk Telephone: 0800 133 7870
Door of Hope (Tower Hamlets)	Email: doorofhope@beyondthestreets.org.uk Telephone: 0300 302 0762 Self-Referral Form

13.2.7 Eating Disorders

BEAT England	Email: help@beateatingdisorders.org.uk Telephone: 0808 801 0677 Web-Chat
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13.2.8 Welfare Advice

Citizens Advice	Telephone: 0800 144 8848 (England)
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	Web-Chat
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13.2.9 External Housing Advice

Shelter England	Telephone: Emergency Helpline - 0808 800 4444 London Helplines: Under 25s - 020 34686293 25+ - 0344 515 1540 Web-Chat
University of London Housing Services	Email: housing@london.ac.uk Telephone: 020 7862 8880

13.2.10 Support for Survivors of Sexual Violence

London Survivors Gateway	Telephone: 0808 801 0860
Victim Support	Telephone: 0808 168 9111 Web-Chat
The Havens	Telephone: 020 3299 6900 (up to 7 days after sexual assault/violence) 020 3299 2599 (7+ days after sexual assault/violence)
Rape Crisis	Telephone: 0808 500 2222 Web-Chat
Galop (LGBT+)	Email: help@galop.org.uk Telephone: 0800 999 5428
Survivors UK (Men and non-binary)	Text: 020 3322 1860 Email: help@survivorsuk.org Web-Chat

Appendices

1. Client Consent to Share Information Form

Arts SU Advice Service

Consent to Share Personal Information Form

Purpose of this form

To ensure that Arts SU Advice Service can only share your personal or case information with others when you've explicitly given permission.

1. Student Details (these are all required fields) *

Full name: _____

Student ID: _____

College: _____

Contact email: _____

Phone number: _____

2. What information would you like to share? (Tick all that apply)

- ☐ Summary of advice provided / case notes
- ☐ Copies of letters, emails or reports
- ☐ Attendance confirmation/times with Adviser
- ☐ Other (please specify): _____

3. Who is permitted to receive the information?

(Please list individuals or organisations)

-
-
-

4. Consent period

I consent to the above information being shared from:

Start date: ____ / ____ / ____ End date: ____ / ____ / ____

If no end date is specified, this consent will remain valid for ____ from the date of your case closure, in line with ____.

5. Your rights

You may withdraw or amend this consent at any time by contacting your Advisor.

You have the right to access and correct the information we hold about you, and to know with whom we've shared it.

Sharing is always limited to the extent needed for the stated purpose; we will not disclose more than agreed .

Exceptions apply only when required by law, to protect someone at risk, or to comply with legal obligations.

5. Your Declaration

I confirm that:

- I have read and understood how Arts SU Advice Service handles personal information.
- I understand I can view the Advice Terms of Service, the SU's Data Protection Statement, and their confidentiality policy via the SU website.
- I give consent for the SU Advice Service to share the information described above with the named recipient(s) for the stated purpose and duration.
- I understand I can withdraw or amend this consent at any time.

Student

Signature:

Date: ____ / ____ / ____

8. Advisor Use Only

Received by: _____

Date: ____ / ____ / ____

Arts SU Advice Service is committed to maintaining your confidentiality and complying with UK GDPR and SU data policies. Your information is handled securely and only shared according to your instructions. You can find more information on our [Data Protection](#) page. Once complete, please email a copy of this form to your adviser and maintain a copy for your own records.