



BPP University Students Association: Independent Advice Standards

The Students' Association Independent Advice Service provides **free, non-judgemental, independent** and **confidential** advice to all students studying at BPP University.

All information provided by you (the client) is treated in confidence. We will not share personal information about clients to the University or to other organisations without your expressed permission. The Independent Advice Team is committed to providing a high standard of service and to working in partnership with University departments and external organisations when it is in the best interests of our clients.

WHAT CLIENTS CAN EXPECT FROM THE INDEPENDENT ADVICE SERVICE

- We will ensure that clients are treated with respect and courtesy at all times.
- We aim to respond to emails and telephone messages within 2 working days.
- We will offer clients an appointment (if required) to see an Advisor within 5 working days.
- We will keep clients informed of progress of their case as and when required.
- We will provide up to date and accurate information on the Independent Advice section of http://bppstudents.com/advice_help/
- Where we are unable to help an enquiry, we will aim to refer to a suitable alternative agency.
- We will confirm (if required) our advice in writing within 2 working days of a client's appointment.

WHAT THE INDEPENDENT ADVICE SERVICE EXPECTS FROM CLIENTS

- That you are polite and treat our staff with respect and courtesy.
- That you are on time for appointments. If you are more than 10 minutes late we may ask you to make another appointment.
- That you do not mislead us. We cannot give effective advice if we do not know the full story.
- That you keep us informed of any relevant changes in your circumstances. If your situation changes, this may alter our advice to you.
- That you attend appointments prepared by completing any relevant forms accurately and bring with you accurate and up to date documentation.

REFUSING ADVICE

We may refuse to advise students in the following situations:

- If students have acted in a threatening, abusive, discriminatory, oppressive or manipulative manner to an Advisor on previous occasions.