

We Expect Students Will:

- Be polite, patient and courteous to staff.
Please note that any student who is abusive or aggressive with staff will be asked to leave the service and may no longer be able to use the service.
- Provide all the relevant information required for the adviser to assist and advise you.
- Arrive for appointments on time and inform us if you cannot keep an appointment so that it may be offered to another student, where appropriate.
- Understand that you may need to return at a later date, where further information is required from other internal or external organisations or clarification is required.

What you can expect from us:

- You can expect to be treated in a friendly and sympathetic manner.
- You can expect to be helped by trained and experienced staff.
- We will provide a high quality service with accurate and up-to date information.
- Where the service is not able to assist you, we may refer you to specialist help. This may be on to another internal service i.e. counselling or careers or on to a specialist external agency i.e. solicitors, Citizens Advice Bureau.
- You can expect to be advised and assisted in a confidential and non-judgemental manor.
- Any personal information disclosed will remain confidential to the Student Funding and Money Advice service under virtually all circumstances (please refer to our full confidentiality policy for exceptions).
- Information will not be passed on to third parties without your expressed consent. You will be asked to sign a form of authority form if we act on your behalf.
- You can expect to be assisted and advised at the earliest opportunity upon first contacting the service.
- The service is available to all who need it regardless of racial origin, sexuality, gender, disability, age, and cultural or religious beliefs. We seek to ensure equality of access to the service.
- The service works within the structure of the Universities Equal Opportunities Policy.
- You can expect responses to e-mails within five working days during term time and eight working days during vacations.
- Any agreed action that is undertaken on behalf of the student such as correspondence or phone calls will be carried out within three working days during term time and five working days during vacations (where practical).