

**Imperial College Union
Advice Service
Standards Statement**

Free | Confidential | Independent | Non-judgemental | Informative

1. Principles of service

1.1. ICU Advice Service provides a free, confidential, independent and non-judgemental service to all students at Imperial College London. The Service is committed to providing the best possible service and will work in partnership with College faculties, departments and external agencies as and when necessary to achieve the best outcome for students.

1.2 ICU Advice Service is for the benefit of Imperial College London students only. This includes students studying at academic partners of Imperial College London. However, a referral from an academic partner to the ICU Advice Service may only be accepted when the relevant procedures of the academic partner have been exhausted.

1.3 When a student has been withdrawn from Imperial College London, or initiated a self-withdrawal, we will continue to advise them until Imperial College London notifies them of the completion of a procedure. Should a withdrawn student wish to take their case to the Office of the Independent Adjudicator (OIA) after receiving a completion of procedures letter from Imperial College London, the Service can support them to do this until the OIA either deems their case to be expired or completed.

1.4 ICU Advice Service is a **self-referral** service, advising students on the following:

- Academic issues, including mitigating circumstances, appeals, disciplinary, academic misconduct, complaints and fitness to practice/study.
- Student accommodation, including any issues or concerns relating to halls of residences owned or managed by Imperial College London (not issues relating to private rental sector).
- Complaints, including those made against or by the College or ICU (except those involving breaches of the licensing agreement or elections rules).

1.5 Where a student informs the Service that they have access requirements, every effort will be made to accommodate reasonable adjustments that will help them access the service and further their case. In these instances, the Advice Caseworker will discuss with the student any appropriate actions they can take to support them on a case-by-case basis.

1.6 The Service primarily operates and advertises a drop-in and appointment booking service at the South Kensington (Beit Quadrangle) campus to ensure that students can access services during operating hours. The Service also operates a proactive advice project called On The Spot Advice.

2. Types of service

Service	What students can expect from this service
ICU Advice Service triage process	Email <ol style="list-style-type: none">1. An automated response from advice@imperial.ac.uk containing the client registration form and notice to expect a response within three College days2. After client registration form is completed and the issue is in scope, the student can expect

	<p>to be assigned to an advice caseworker who will respond within three College days to discuss the case</p> <ol style="list-style-type: none"> 3. An appointment set up by the Service if necessary 4. If query is out of scope, the student will be signposted to the correct department or referral organisation within three College days of completing registration form <p>Walk ins</p> <ol style="list-style-type: none"> 1. During drop-in hours, student will be asked to complete the client registration form 2. Caseworkers to see students on a first come, first serve basis 3. Doors will close 15 minutes before the end of the drop-in time so all students already waiting will be able to see a case worker before the end of the session (if this is not possible their appointment may be scheduled for later in the afternoon). <p>Telephone</p> <ol style="list-style-type: none"> 1. During drop-in hours, students will be told to complete the registration form while on the phone with the Advice Administration and Outreach Coordinator or Helpdesk Coordinator. Admin/helpdesk can email the student the link while on the phone with them 2. Once complete, to be allocated a caseworker who will call them before the end of the drop-in session (if this is not possible their appointment may be scheduled for later in the afternoon) 3. The telephone line will close 15 minutes before the end of the drop-in time. <p>Social Media</p> <ol style="list-style-type: none"> 1. The student will be advised to contact the Advice Service through email, telephone or walk in.
ICU Advice Service Drop-in/Scheduled appointment	<ol style="list-style-type: none"> 1. A 20-minute drop-in appointment with an Advice Caseworker 2. Casework support including advocacy on behalf of students on ICL's academic regulatory processes 3. Provides signposting information and conduct referrals to appropriate services based on students' needs
ICU Advice Service emergency or accessible appointments	<ol style="list-style-type: none"> 1. As above but with a scheduled appointment time with up to an hour allocated for the appointment

ICU On the Spot Advice Project	<ol style="list-style-type: none"> 1. A short conversation with the Administration and Outreach Coordinator/student volunteer across all College campuses 2. Advice and guidance on how to complete a form or process relating to mitigations, appeals, academic misconduct, disciplinary procedures and complaints 3. Signposting information for appropriate services based on a query 4. Engagement with students in completing surveys relating to academic and campus wide issues, student hall accommodation, events and campaigns
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3. What students can expect from the ICU Advice Service

3.1 Students can expect the following service from the ICU Advice Service:

- Respectful and courteous treatment when engaging with the service
- A waiting period of no longer than three College days to see an Advice Caseworker from when the Advice Service is notified (unless it is communicated otherwise)
- A waiting period of no longer than 30 minutes of checking in to the drop-in service, and within 10 minutes of a scheduled appointment time (unless it is communicated otherwise)
- A response to letters, emails, and telephone messages within three working days of receipt (unless it is communicated otherwise)
- To see a Caseworker at any of Imperial College London campuses whenever possible unless Government, local council or College measures prevents them from doing so. Where this is not possible, the Service will provide advice via email, telephone or virtual appointment.
- To work with the student to engage with them through the most viable method of appointment (i.e., in person, MS Teams, telephone or email) where possible
- Signposting/referring students to an agency that may be able to offer assistance when the Service is unable to provide information or advice.
- Confidentiality: the Service will not discuss a case with any third party unless the Caseworker has written consent from a student (unless required to do so by law or where we believe a risk of harm is present to the student or somebody else).
Students can access the Confidentiality Policy [here](#).

3.2 If a student is unhappy with the service they have received, they can complain about this through the complaints procedure (outlined in Bye-Law G).

4. What ICU Advice Service expects from students

4.1 All ICU staff have the right to be treated with dignity and respect at work. The Service expects the following behaviour from students:

- That they will treat ICU staff, Elected Officers, and other students at ICU with respect at all times
- That they will provide Caseworkers with accurate information about your case to the best of their ability so that they can support you effectively and give you the correct advice
- That they will use the Service undertake actions that is recommended to further their case before they seek additional advice

- That they will keep their Caseworker up to date with their case and ensure the Service has the most up-to-date contact details so the student can be kept in contact with.
- That they work in good faith with the Advice Service staff so that Caseworkers can act only in their best interests.
- That they will not contact staff outside of office hours (unless by email), and will contact through the appropriate channels (i.e. written correspondence through email, verbal conversation through MSTeams or telephone).

4.2 If a student does not adhere to these standards, the Service holds the right to withdraw the student, as stipulated in the Withdrawal of Service policy.

5. Reviewing the service standards statement

6.1 This statement will be reviewed by the Deputy President Welfare, the Advice Manager and the Representation and Advice Manager every two years, unless a significant change occurs within that time period.