CHESTER STUDENTS' UNION

ADVICE CENTRE

OFFICE MANUAL

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A. Overview

Chester Students' Union's Advice Centre is dedicated to offering free impartial, quality advice to any student at the University of Chester, and ensuring that its practices reflect the highest standards. The Advice Centre Office Manual has been created to guide employees through the policies, procedures and working practices associated with the Advice Centre. It aims to embed and reinforce those values across their work, ensuring all staff members can endeavour to provide a reliable and professional service.

This is intended solely as a guide to assist employees in providing a consistent service to students. It is not a guarantee of employment for a specific period of time, nor does it outline or supersede any contractual rights or obligations.

The Advice Centre will provide all new staff with a copy of the Office Manual, and ensure updated versions of the Manual are provided to all staff if changes are made. All advice staff are expected to acknowledge receipt of the manual, and agree to its terms.

As a staff member of Chester Students' Union, there is an expectation to demonstrate professionalism in all interactions with members of the organisation, stakeholders, affiliated services, and third party groups. Additionally, a sense of good judgement, diplomacy and affability are key to providing an approachable, honest service with impartiality at its core.

B. Client Profile

Chester Students' Union's Advice Centre provides a free, independent and confidential service to students at the University of Chester. This can also include in certain circumstances either recently graduated or prospective students.

The University of Chester is a Higher Education Institution based in the North West of England. The University has nine core campuses, with its main campus being based at Parkgate Road in Chester. It has other campuses across Cheshire including Warrington, and Shrewsbury.

For 2018/19, a total of 12,657 students have chosen to share their information with the Students' Union, which are split as follows:

Ethnicity	
Arab	75
Asian Other	123
Bangladeshi	34
Black African	320
Black Caribbean	61
Black Other	29
Chinese	197
Gypsy	1
Indian	172
Refused	75
Mixed Other	91
Not Known	25
Other	57
Pakistani	95
White	8019
White British	2985
White Other	71
White/Asian	74
White/Black African	51
White/Black Caribbean	93

Gender	
Female	8827
Male	3823
Trans	2

Mode	
FT	9962
PT	2071
ZZ	624

Age	
<21	5524
21-25	3364
>25	3769

Nationality	
British	11184
EU	678
International	795

Place of Study	
Chester	10474
Wirral	304
Shrewsbury	384
Warrington	1286
Leighton	206

The University runs over 400 undergraduate, and 160 postgraduate courses, which are split across 7 faculties shown below:

Faculty of Arts and Humanities

School of Arts and Media

- Art and Design
- Media
- Performing Arts

School of Humanities

- English
- History & Archaeology
- Modern Languages
- Theology and Religious Studies

Faculty of Business and Management

- Chester Business School
- Centre for Work Related Studies
- International and Partnerships
- Sport and Community Engagement
- Warrington School of Management

Faculty of Education and Children's Services

Faculty of Health and Social Care

- Acute Adult Care
- Mental Health and Learning Disability
- Midwifery, Child and Reproductive Health
- Public Health and Wellbeing
- Social work and Interprofessional Education
- Postgraduate Hub

Faculty of Science and Engineering

- Chemical Engineering
- Computer Science
- Electronic and Electrical Engineering
- Mathematics
- Mechanical Engineering
- Natural Sciences
- New Technology Initiative
- The Informatics Centre

Faculty of Social Science

- Geography & International Development
- Psychology
- Social and Political Science
- Law
- Institute of Policing

Faculty of Medicine, Dentistry and Life Sciences

- Biological Sciences
- Chester Medical School
- Clinical Sciences and Nutrition
- Faculty Research Ethics Committee
- Sport and Exercise Sciences

Taking into account the data we have on the students within our remit, Chester Students' Union's Advice Centre focuses its delivery of advice on:

- **Academic Matters**
  - Academic appeals
  - Mitigating circumstances
  - Student complaints

- **Individual representation**
  - Breaches of Academic Integrity
  - Professional Suitability
  - Student Disciplinary

- **Housing and Accommodation**
  - Signposting to accredited accommodation
  - Dispute support & advice
  - Contract checking

- **Finance**
  - Financial Assistance Fund
  - Lucy Blackburn Fund

- **Reporting**
  - Hate crime reporting centre

The Advice service is also looking to improve our offering of advice services for:

- Finance (Budgeting and Debt)
- Reporting (Sexual Harassment)
- Mental health (by facilitating Nightline)

Should the Advice team be unable to advise or represent a client for any reason, they will signpost to an AQS accredited external service where it is necessary and appropriate to do so. More information on this can be found within the Signposting and Referral Policy found later in this manual [Appendix F].

C. CSU Strategic Plan 2018-2021

The Students' Union sets out its strategic aims every three years, outlining what it believes the Union should be doing in order to ensure its success in the near future (Appendix A). This is created in consultation with its members and relevant stakeholders, and is approved by the Board of Trustees.

The Strategic Plan outlines 6 key areas to focus on over the next few years:

Area	Aim	How this will be achieved
Advice and support	By 2021, 80% of students will say we are a place for advice and support.	Investing in the staffing, resource and promotion of the Advice Centre. Attaining the AQS accreditation mark. Working with the University to identify services to support low mental wellbeing and settling into University life.
Activities	Over 50% of students will say we are an exciting place to be where they feel like they belong.	Investing in sports and societies, particularly on satellite campuses. Develop student media across the University. Revise the social events calendar with at least 50% of the events organised not being centred around alcohol. Increase resource of events centred on diversity.
Representation	Over 80% of students will say they are satisfied with our officers, students' council and academic representation system.	Conduct a review of council to make sure it is democratic and effective. Invest in staffing and resource to support all representatives. Commit to regular union on tour weeks. Continue to invest in Big idea and question of the month with 10 ideas a year implemented.
Communications	Over 80% of students will say we have done a good job keeping them informed.	Invest in a new CSU brand to communication our vision, mission, values and services. Invest in staff digital champions. Create a Union communications strategy with annual targets. Create a culture that celebrates achievements of students across all years. Promote sports and societies end of year celebrations. Establish campus specific online and offline communications to reflect where you study.
Personal Development	Over 80% of the staff and volunteers that work for us will say they would	Establish a people strategy with clear training and development paths for all staff and volunteers. Increase

	recommend us to family and friends.	opportunities for students to be employed through the Union, particularly in roles that provide relevant experience for your studies. Achieve both Investors in People and Investors in Volunteers. Develop a program of networking opportunities to provide contacts to launch your careers.
A Secure and Green Future	By 2021 we will have had 3 successive years with a trading surplus.	??

The 6 goals outlined above are supported by the Union's Mission and Values. Our mission is "Improving Your Student Experience".

Our values:

- To be led by students
- To be focused on our charitable objectives
- To inspire and entertain you and celebrate your achievements
- To be democratic in everything we do, being inclusive of all students
- To provide opportunities for you to develop
- To be your independent voice
- To be environmentally and socially responsible

These goals are outlined to give the Union direction for the upcoming years, ultimately aiming to inspire its members to be **"happy and healthy students".**

D. Development of the Advice Service

The development of the Advice service is the responsibility of the Advice team, in line with the direction of the strategic plan.

The Advice service is primarily represented within the "Advice and Support" section of the strategic plan, however it may also tie in with Communications and Personal Development areas as well.

Advice is a core element to producing "happy and healthy students", and so we will develop the service in line with the focuses of the strategic plan.

The advice team are set objectives on a yearly basis for the year 18/19 these included:

- A 10% increase in service users
- 10% of contacts with students not on the Parkgate campus
- 75% satisfaction of service users
- 45% of students to say we are the place for advice and support
- 2000 interactions with the advice pages

- 2000 interactions with Advice Campaigns
- 150 nominations for the Home Awards
- Establish policies and principles
- 3 briefing papers to be produced on a welfare issues, a higher education issues and one to present to the University.

E. Delivery of the Advice Service

E.1 Office Hours

The Advice Centre in Chester is open during from 9am to 5pm, Monday to Friday. The Advice Centre in Warrington covers core "busy periods" on campus. The opening hours are Monday 10am to 3pm, Wednesday 10am to 5pm and Friday 10am to 2pm. Weekly outreach sessions are also held at the Queens Park and Shrewsbury campuses. During our opening hours, the Advice team are available to provide advice via the telephone and email, for appointments and they also offer a drop-in service.

The Advice service offers a drop-in service for initial queries across four sites on the following days:

Monday	Tuesday	Wednesday	Thursday	Friday
Chester 11-2pm Warrington 11-2pm	Chester 11-2pm	Chester 11-2pm Warrington 11-2pm	Chester 11-2pm Queens Park 11-2pm	Chester 11-2pm Shrewsbury 11-2pm

Outside of office hours, all phones have a voicemail facility. Queries can also be submitted through the "Contact an Advisor" form available at www.chestersu.com/advice/contact/

E.2 Staffing

The Advice staff team consists of 2 Student Advisors and 1 Student Advice Manager based across the Chester and Warrington Campus offices.

The Student Advisors are supervised by the Student Advice Manager. The Student Advice Manager reports directly to the Chief Executive Officer. All advice staff share best practice within the office.

E.3 Independent Management

The sovereign body of the Students' Union is the Board of Trustees, which includes the elected officers. The Advice Centre's independence is guaranteed through the Statement of Delegated Authority.

E.4 Affiliations

In order to ensure we provide strong, quality advice through the Advice Centre, the Advice team intends to affiliate with several organisations. We intend to become members of National Homelessness Advice Service, Advice UK and Child Poverty Action Group. We are current members of the UK Council for International Student Affairs.

All staff are members of NUS Advice Caseworkers in Students Unions (ACSU), and are represented at the Membership Services conference annually. The Advice Centre also subscribes to CPAG's Welfare

Rights Bulletin, and intends to establish a subscription to Adviser Magazine, Advisernet and Quarterly Account.

E.5 Resourcing

The Advice team is allocated an annual budget shared with the Student Engagement team to cover ongoing costs associated with running the services we offer. The Advice team meets regularly with the Chief Executive Officer throughout the year to establish if any provision needs additional or less resourcing, or there are any additional financing needs.

E.6 Financial Control

The Students' Union has Financial Procedures which are reviewed annually, covering all transactions made within the Advice Centre. The Union accounts are audited externally each year. Control of spending within the Advice Centre and the Campaigns budget is the responsibility of the Advice Manager, and can be authorised only by the Advice Manager or Chief Executive Officer. Larger spending amounts (those exceeding £1000) are put to tender as described within the Financial Procedures.

E.7 Insurance

The Advice service is covered by the Students' Union Professional Indemnity Insurance which is currently provided by Endsleigh Insurance.

E.8 Range & Quantity of Advice Offered

The range of advice offered by the Advice team is determined through the need established by students. The areas of advice offered reflect the skills within the Advice team, and areas which the team regularly receives enquiries about.

During 1-2-1 meetings, the advice staff's skills are discussed, and any areas for improvement are noted. These areas for improvement go on to frame ongoing training needs and establish any weaknesses within current advisor knowledge.

The advice team currently manages its own workload, keeping communication open to ensure advisors create a balanced level of cases per advisor. If an advisor feels that they have concerns over their caseload, or the type of cases being handled, they should raise them with the Student Advice Manager. They can be done directly in person and via email (depending on the urgency) or through the 1-2-1 meetings held every six weeks. The advice manager can then see whether it would be appropriate to reassign cases.

The areas of advice covered will be publicised on posters and other advertising material around the University.

E.9 Service Ethos

The Advice Centre will be impartial to all service users – we are here to help and not to judge.

The Students' Union believes that all of our service users have a right to access free, impartial services. We have an obligation to ensure that no information given to us is communicated to a third party without the service user's express permission, except in extreme cases where there is a risk of harm. For further information see our Confidentiality Policy in Appendix B.

Where possible advisors will outline a number of options available, ensuring that service users keep control of their decision.

If a query does not fall within the range of advice offered by the Advice Centre, we will endeavour to provide details for a suitable third party agency, or refer directly to the appropriate service.

Under certain circumstances, the Advice team will communicate on the service user's behalf, however prior to this they will be required to give consent in writing for this. The consent form in Appendix C provides the opportunity to give consent for an advisor to discuss their case with University of Chester departments. Appendix D can be used as a template to allow discussions with other organisations. Any consent forms will be stored electronically on the case database, and will be valid only for the duration of the associated case. These will be destroyed in line with the Closed Case Policy after six years.

Advisors will keep up to date with all current legislation and act accordingly. Within the constraints of current workload, advisors will implement any agreed actions arising from advice given.

E.10 Campaigns & Outreach

The Advice service works closely with student representatives including the elected sabbatical team to plan and execute several core campaigns a year. On an annual basis, these campaigns are analysed and are prioritised based on trends we have noticed across the service, and on what the student body have identified as areas requiring more support from the Union.

Our most frequent campaigns include:

- Housing campaign (includes contract checking, house hunting, and promoting the local accreditation scheme)
- Sexual Health campaign (includes promotion of our free distribution of condoms, STI testing, and consent)
- Wellbeing campaign (focuses on identifying with students who are struggling particularly at exam times, promotion of the University support services and procedures, and offering stress-reducing activities to engage with)
- Academic based campaign to be decided at the start of the year.

The Advice Manager will allocate the campaigns to the advisors with consideration for their skills, interests and workloads.

The advisors are expected to plan and organise the campaigns in conjunction with the sabbatical team. Campaigns may include event planning, discussions with stakeholders and third parties and distribution of materials relevant to that campaign. Advisors should make sure that the social media team are aware of any campaign and can promote the them appropriately.

Once a campaign has been completed the advisor should complete a report which reviews the success of the campaign, any issues and suggestions for improvement. A template for the report can be found in appendix

As part of our outreach work in 2018/19, the Advice service has introduced a drop-in service across the sites, including a day on both Queens Park Campus and Shrewsbury campus weekly. These are held on the following days:

Monday	Tuesday	Wednesday	Thursday	Friday
Chester 11-2pm Warrington 11-2pm	Chester 11-2pm	Chester 11-2pm Warrington 11-2pm	Chester 11-2pm Queens Park 11-2pm	Chester 11-2pm Warrington 11-2pm Shrewsbury 11-2pm

Where possible, an Advisor will also attend Union on Tour dates to smaller campuses such as Leighton, Birkenhead and Thornton campuses.

F. Staff Management

F.1. Induction of New Staff

All staff within the Students' Union are required to complete a standard induction into the organisation. In addition to this, members of the advice team will be expected to demonstrate a competency to give advice within their role.

The Advice Manager will go through the induction checklist detailed in Appendix I, to ensure new staff members are made aware of all information relevant to their role including their job description.

Staff will have access to a training manual, which covers core topic covered by the advice team and is held on the share drive.

New staff within the Advice team are subject to a 6 month induction period. During this time, a new advisor will be subject to greater supervision. Initially, a new advisor will shadow interviews with other advisors before taking on clients themselves. Once they are being allocated cases, the new advisor will be subject to weekly file reviews, and may be shadowed by an experienced colleague until competency is established.

During the shadowing period, training needs will also be identified for the new advisor, and a training schedule established for their first year.

This induction will normally continue for the first 6 months, but may be reduced if the trainee is believed to demonstrate competency sooner.

F.2. 1-2-1s and Appraisals

All staff should have 1-2-1 meetings with their supervisor, which will be conducted every 6 weeks. The advisor should prepare for the meeting by completing the 1-2-1 form which is shown in appendix J. This meeting will allow the opportunity to raise any issues from the month prior, and provide the opportunity to bring their supervisor up to speed on their caseload and objectives.

During these meetings, any identified gaps in proficiency can also be raised and added to the individual's training plan.

The Advice Manager will be responsible for taking notes of each 1-2-1 session and agreeing them with the Advisor within one week. A copy of which will be kept on a specific password protected folder in the share drive.

Appraisal meetings will be held annually, with a catch up meeting halfway through the year. Appraisals are designed to hold the same uses as a 1-2-1, with the addition of identifying training needs, and establishing objectives for the upcoming year. It is also to discuss any issues that have been raised in 1 to 1 meetings.

Both parties should prepare for the appraisals, with the Advisor completing the appraisal preparation sheet (Appendix K) which is held in the advice share drive. This will aid discussion on what work has been undertaken, any issues and training needs. During the appraisal the Advisors job specification should also be discussed to ensure they are undertaking work within the set parameters.

During the appraisal the Advice Manager will complete the appraisal record and action plan (appendix L). Both the Advice Manager and the Advisor will sign the document to confirm it is agreed.

F.3. Training

The Advice Centre recognises the need for Continuing Professional Development. In order to meet the needs of the service, the Students' Union allocates a budget towards the training and development of its staff.

Following AQS guidelines, all student advisors are expected to complete at least 6 hours CPD each year. Supervisors are required to undertake at least 12 hours CPD each year. The training needs are identified annually for each advisor, and training will be allocated with these needs in mind. Training undertaken should be chosen to best reflect any areas for improvement in an advisor's CPD, and the needs of the service at that particular point in time.

A record of all training completed is held on the shared drive, along with evaluation sheets completed for each course, and any digital materials provided.

F.4. Maintaining Professional Knowledge

Alongside formal training, there is an expectation for all staff to maintain their professional knowledge of the advice being given.

All staff are expected to dedicate some time to relevant papers, journals, and published work which relates to the areas of advice they provide. The Advice Centre holds a subscription to Welfare Rights Bulletin, and membership with organisations such as UKCISA and NUS. Staff can also request the purchase of relevant books to support the work of the Advice service.

Where necessary, in-house briefings will also be arranged with the University departments responsible for specific procedures. For example, AQSS would provide an Academic Integrity briefing if there were significant changes to the procedure.

F.5. Supervision

The Student Advice Manager is the designated supervisor for the Advice team. The Student Advice Manager will continue to provide advice alongside the Student Advisors. They will need to manage a workable number of advice cases alongside the responsibilities of their role, whilst maintaining a working knowledge of the service.

The Student Advice Manager will complete at least 12 hours CPD a year, across the range of advice provided through the service.

Due to the nature and spread of hours and locations across the team, the supervisor will make themselves available to staff in person at least once a week, and via phone or email for the remainder of their working hours. If the supervisor is unavailable then the advisor needing their input should advise their client that they will need to clarify details, and contact the Student Advice Manager as soon as they are able. If necessary, matters can also be raised further up the management structure, by speaking with the CEO.

Supervision can be completed in a number of ways, and the supervisor will be flexible in their approach to ensure that the supervision reflects the individual staff member's needs.

For further information see the Supervision Policy contained in Appendix N

F.6. Student Staff

Student staff may be employed to cover the reception areas within the Students' Union, and as such may encounter students with Advice queries, or those attending the Advice drop-ins. As with any permanent member of staff, student staff will be briefed on the importance of confidentiality in relation to any information disclosed.

If a student staff member is uncomfortable with the information disclosed, they are encouraged to discuss this with the Advice team, so we can ensure the welfare of the student staff member.

A student with an Advice query may feel uncomfortable speaking with a student staff member; in this case they should be assured they do not have to disclose the nature of the query to the student staff member and can be directed straight to the Advice team.

Any student staff member who breaches confidentiality, or in any way jeopardizes the work of the Advice service may be subject to disciplinary processes within the Students' Union, as written in the Staff Disciplinary Policy (available on the SU Shared Drive).

F.7. Equal Opportunities

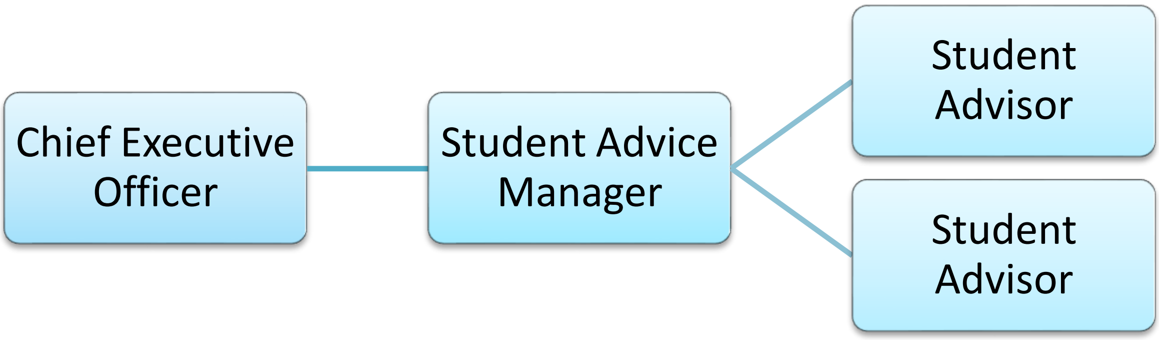
The Students' Union is committed to providing equal opportunities, and has adopted an Equal Opportunities policy which governs all departments including the Advice Centre.

All recruitment is completed in a way which ensures selections and decisions of suitability are made based on the experience and knowledge of the candidate.

A copy of the Equal Opportunities Policy is available on the Union Shared drive.

F.8. Management Structure

Below is the current organisational structure of the Advice Centre:



G. The Advice Process

G.1. Accessing an Advisor

Students can access the Advice Service by:

- Utilising the “Contact an Advisor” form on the website. This can be found at www.chestersu.com/advice/contact

- Emailing the advice service via csuadvice@chester.ac.uk

- Attending a drop-in session at Chester, Warrington, Queens Park or Shrewsbury.

- Attending a pre-arranged appointment with an Advisor.

- Calling the Advice team at Chester (01244 513397) or Warrington (01925 534660).

Students cannot access the service by:

- Having their query forwarded on by a 3rd party without appropriate written consent

- Getting a friend or relative to contact us without explicit consent to do so.

- Attending the Union outside of the drop-in hours (they should be directed to email or attend a drop-in during the appropriate hours)

- Contacting an advisor through social media or other communication source (no advice will ever be given via social media).

Students who contact the service through the contact form, email, or telephone, can expect to receive a response within 2 working days, with the exception of during busy periods in the calendar year.

Students who attend in person will be seen at the time of their pre-arranged appointment if they have booked one. Otherwise, students attending a drop-in will be seen on a first come first served basis. Students who are more than 15 minutes late for a pre-arranged appointment will have their appointment cancelled and will need to request a new appointment with an advisor.

G.2. Enquiry Sheet/Data Protection Consent

As part of the Advice team's commitment to GDPR laws, consent must be gained at the start of a student enquiry in order for the team to store information regarding a case. This can be done through the student signing a Data Consent Form (See Appendix C), or via their signature being given to agree with the "Advice Service Agreement and Consent to Store Data" statements that are a part of the Contact an Advisor form on the Website.

Consent given in either of these formats is valid only for the duration of this one enquiry and does not give explicit permission for the Advice Team to record multiple cases for one student.

Any paper copies of the consent forms signed in person at drop-ins should be scanned onto a USB drive, with the paper copy being shredded. The digital file should then be uploaded to the Case Manager system, and subsequently deleted from the USB.

For further information see the Student Union's Data Protection policy in Appendix E.

G.3. Storage of Case Files

All case files are stored on a computerised case management system called **Case Manager**. This is provided by MSL. Each advisor is given access to this system with their own login and password.

Any student can request a copy of their case files, and as such advisors should refrain from making judgemental notes on their cases.

Case files are kept open on the Case Manager system until the assigned advisor chooses to close them. Once closed, the file is stored on the system for a minimum of 6 years.

Students can request that all notes relating to their case be destroyed. If this request is made, and approved by the CEO, MSL should be contacted in order for their information to be destroyed. In exceptional situations, it may not be possible for all information to be removed. In this instance, it is the responsibility of the CEO to contact the student to explain why it is not possible.

If there is any paperwork necessary to an active case, this will be kept in a lockable filing cabinet or drawer for which the advisor has a key. All files must be locked away at night, and whilst unused. Once the paperwork is no longer needed, this should be shredded and disposed of appropriately.

G.4. Case File Database

Once consent has been given for a case to be recorded, a case will be opened under the student's name on Case Manager. This case will provide all information necessary to continue the advice provision. All open case files will be visible to all advisors, and will show case status, which advisor is assigned to it, and a brief overview of the query.

In the event of a student not consenting to their data being recorded, a John or Jane Doe case will be opened, with a very brief overview of the query within the case notes. This will be immediately closed once the note is added. Any emails or other communication from the John or Jane Doe will be deleted from our system.

G.5. Conflict of Interest

If a Student Advisor identifies a conflict of interest between a new case and a case they are already working on, they should notify their manager of this, and the case should be immediately reassigned.

If for any reason information has been discussed prior to identifying a conflict, the advisor will provide a debrief to the Advice Manager.

For further information see the Conflict of Interest Policy detailed in appendix F

G.6. Allocation of Cases

New cases are responded to in the order that they have arisen. Wherever possible, the advisor that is the first point of contact for the student would continue with that case.

However, where it is identified that one or more of the advisors has an unmanageable workload, the manager will need to examine if any cases should be redistributed across the team. These decisions will be made with the agreement of the original advisor assigned to the case, and the advisor it will be reassigned to.

It may also be more logical to assign a specific advisor to a case due to location or availability of the student; in this case, the case should be reassigned to the relevant advisor, and the advisor should be informed of the addition to their caseload.

G.7. Identifying the limits of our services

To provide a quality advice service, the team should be aware of their own limitations. If an advisor feels that a case is outside of their experience or workload, they should seek advice from the Student Advice Manager.

The Student Advice Manager will assess whether the case can be reassigned to another advisor and ensure the sharing of skills amongst staff, as it is an important part of personal development. Any weaknesses or gaps in knowledge will be raised within the individual's training needs.

Where a query cannot be dealt with internally, the client will be made aware, and signposted or referred using the Signposting and Referral policy (Appendix G).

G.8. Case Recording

All cases are recorded onto the Case Manager system. When initially creating a case, a brief description of the case will be added, and the case will be categorised according to the nature of the query, for example: Academic ---> Academic Appeal.

The consent form should be the first case note added to the case file as it confirms that consent has been given to record the case. The consent form, or contact sheet and signature should be attached to the first case note.

When recording subsequent case notes, they should be recorded separately, noting the type of contact involved, and a detailed description of the interaction. The case note content should give impartial details of the interaction. If it is email interaction, the email should be recorded verbatim, with a note underneath of any actions coming from the email.

If an appointment has been arranged with the student for the future, the appointment function will be used to log this on the system. The appointment case note should detail the type of appointment; Drop-in appointment, Face to face follow up appointment, Telephone appointment, etc.

G.9. Casework Files

Where possible, all records regarding a case should be logged on Case Manager. Any files related to the case should be uploaded onto the system, including paper documents which should be scanned in and uploaded.

If for any reason a file is too large to be uploaded, the files should be password protected and saved within the advice folder on the share drive, labelled with the case number. A case note should be created detailing the location of the file, and the password to unlock it.

G.10. Written Confirmation

For any interaction other than that via email, an email should be sent to the student with what was discussed and any actions that were agreed. This email can then be uploaded onto the case manager system.

Sending the email to the student as follow-up enables the student to email any corrections or misunderstandings in response.

G.11. Key Dates

Key dates refer to time limits or specific dates which are important to a case. These could include appeals deadlines, dates for disciplinary hearings, and so on. These dates should be communicated to the student as soon as they are available and noted within the case on Case Manager. Deadlines which should not be missed should be emphasised, and the consequences of missing a deadline should be explained.

Casework key dates should also be added to a case on Case Manager, including if there is a need to follow-up on the case, and the date for case closure. Adding this is important to allow colleagues to know the status of a case if one advisor is away or unwell for a prolonged period.

G.12. Involvement of Other Agencies

It may be necessary as part of a case to discuss it with other agencies. The data consent form does provide consent to contact departments within the University, however for any additional Agencies the Third Party Consent Form (Appendix D) should be completed.

This form should be completed, outlining which agencies the advisor believes will need to be contacted, any departments or agencies the student does not want notified, and give a brief summary of what information will be disclosed.

Any communication with University departments or other agencies should be included within the student's case file, and where necessary the information gathered should also be communicated directly to the student.

External agencies should not be contacted without the student's consent, unless there is a risk of harm to the student or others that leads to a breach of confidentiality. If an advisor believes there should be a breach of confidentiality, this should be discussed with the student. The Student Advice Manager should be informed and they will make a decision as to the appropriate way forward. If the breach is subsequently made, the student should be made aware of this, and notes should be made on the case file to explain why confidentiality has been breached. For further information please our confidentiality policy in Appendix B.

G.13. Case Closure

A case should be closed once it meets one or more of the following requirements:

- That the student has contacted the Advice Team to confirm the outcome of the query.

- The case has been referred onto a third party, and is unlikely to need further casework.

- That the requisite number of days following the last advice given has passed. This can vary by case type, but as an example Appeals procedures are complete within 6-8weeks of the appeals window on average.

When closing a case, notes can be made on the outcome of the case. A primary outcome should be selected on this list, as well as selecting the appropriate date for closing the case.

Should the student return to discuss the same query, this case can be re-opened and notes added. If the query is new (i.e an appeal, followed by a housing query), then a new case should be started and consent should be acquired to create a new case.

H. Commitment to Quality and Data Reporting

H.1. Complaints

The Students' Union is committed to providing quality services and investigating if there is dissatisfaction in the service received. If the Advice Service receives a complaint, the Student Advice Manager will initially attempt to resolve the matter informally.

Formal complaints can be dealt with under the Union's complaints procedure. Any complaints should be referred on to the CEO, who will investigate the issue, and communicate any resolution to the third party.

H.2. Data Reporting

In order to ensure that we are providing a service which meets the needs of its users, we collect various forms of anonymous data, to demonstrate that the usage of the service is reflected in our skills, and that we are equipped to deal with interactions by the student body.

Each month, a report is produced showing the number of new enquiries, with a breakdown of the types of enquiries and number of appointments booked within the advice service. This allows the team to see where we have peaks in the types of advice given and ensures that we are providing an advice service which adequately meets the needs of the student body.

The Advice Team also gets data from the usage of the "got an issue" survey on the Union website. It is possible to look at what this is used for, and whether or not the users found it helpful; this enables us to provide virtual guidance in a world which is increasingly available 24/7.

We also keep quantitative data on social media and campaign interactions to analyse whether the outreach work that we do is effective and meets the needs of the student body.

H.3. File Reviews

On the last Tuesday of every month, all advisors have designated time to ensure inactive cases are updated and closed.

File reviews will take place at the start of the month. The frequency of file reviews will be dependent on an advisor's experience. Those with under 2 years' experience will be subject to monthly file reviews. Those with over two years' experience will have file reviews conducted quarterly.

The Student Advice Manager will select 3 cases for review from each Student Advisor; were practical this will include one academic, one housing, and one other each month. The Students Advisors will alternate on reviewing the Student Advice Manager's cases in the same manner.

The individual conducting the review will complete the File Review form (see Appendix M) for each file. The reviewer should look at all elements of the case file, to ensure that it is meeting the quality requirements expected. If any improvements are necessary, these will be suggested on the File Review form. The case owner will then be notified.

Completed file review forms will be stored securely on the Shared Drive for future reference. The Student Advice Manager will discuss any small concerns with the case owner at 1-2-1s, larger concerns may be raised sooner as necessary.

If problems continue within an Advisor's case files, the individual may be supported more closely, and training may be offered to improve the quality of their case recording.

The record of file reviews on the share drive will be reviewed annually in order to identify any potential organisational improvements and to inform the review of service performance.

Full details of the file review policy can be found on the Advice share drive.

H.4. Quality Feedback

Client feedback is welcome on the services we provide, however this has not been formalised previously.

From 2019, the Advice centre are hoping to get feedback from the students who have used the service. This will take the format of a closed case survey, which will be sent out at the end of a case. The survey will provide the opportunity to let us know their satisfaction with the advice given, conduct of the team and the outcome of the case.

Anyone expressing dissatisfaction with the advice service will be directed to the Student Advice Manager for informal resolution or directed to the CEO for a formal complaint.

The findings of the closed case surveys will be analysed annually between July and September by the Advice Service team.

I. Appendices

Below you can find copies of the relevant documents referred to within the manual which support our Advice work. These are the versions available at the time of manual creation, and will be updated annually. They include:

A. Union Strategic Plan
B. Confidentiality Policy
C. Data Consent Form
D. 3rd Party Consent Form
E. Data Protection Policy
F. Conflict of Interest Policy
G. Signposting and Referral Policy
H. Induction checklist
I. Campaign Feedback Report Form
J. 1 2 1 record
K. Appraisal Preparation form
L. Appraisal Record and Action Plan
M. File Review Form
N. Supervision policy

APPENDIX A

Union Strategic Plan

Our Vision

Inspiring you to be happy and healthy students

Our Mission

Improving Your Student Experience

Our Values

To be led by students
To be focused on your charitable objectives
To inspire and entertain you and celebrate your achievements
To be democratic in everything we do, being inclusive of all our students
To provide opportunities for you to develop
To be your independent voice
To be environmentally and socially responsible

Led by you

Between December 2017 and February 2018 we spent some time listening to you. Through our survey 'Let's Talk About You', focus groups and conversations we discovered a lot about you, your feelings towards us and the University and what you needed for us to succeed.

- As a result of this conversation with you we have identified 6 key areas that we want to focus on over the next few years.
- Advice and support
- Activities
- Representation
- Communications
- Personal Development
- A Secure and Green Future

Over the next few months we will continue to discuss these findings and this plan with you, to help us to be confident that we heard you right.

Supporting You

Our Goal

By 2021 80% of students will say we are a place for advice and support

Why we have chosen this?

Because when we asked you in 2018 only 29% of you identified us as a place for advice and support.
As this is one of our 3 charitable objectives it is important to us that you are supported.
We also found that 25% of you had considered dropping out, with over 40% of those who had considered dropping out stating poor mental health as a factor.

When we asked what your priorities were advice was your 2nd highest priority, and it was the highest priority for those who had considered dropping out.

<u>How will we do this?</u>

We will invest in the staffing, resource and promotion of the Advice Centre so it provides a service across all campuses and attains a 90% satisfaction rate by 2021. By 2021 we will have achieved the Advice Quality Standard.

We will work with the University to ensure that there are Peer Mentoring schemes not just at course level but also to help you make friends and adjust to University life.

We will work with the University and existing charities to ensure that there are appropriately trained and resourced services to provide out of hours support for those experiencing low levels of mental well-being.

We will ensure that the Union increases the dedicated resource for well-being campaigns seeking to have 4000 interactions by 2021

<u>Supporting Your Activities</u>

<u>Our Goal</u>

By 2021 over 50% of students will say we are an exciting place to be where they feel like they belong.

<u>Why we have chosen this?</u>

Because when we asked you in 2018 only 16% of you felt that we were exciting and only 9% felt you belonged in the Union. Your union should be somewhere that you feel at home.

Because only 47% of you felt that we had helped you make friends at University. Another of our charitable objectives is to provide you with opportunities to socialise.

<u>How will we do this?</u>

We will continue to invest in our Sports and Societies developing new plans to increase those in societies and recreational sport, with a particular focus on sites other than Parkgate and Warrington.

We will develop student media across the University providing opportunities for you to learn, share activities and have fun. By 2021 we will have established platforms for both TV and Radio output and have over 100 active student media volunteers.

We will revise our social entertainments schedule to ensure that all the major sites have a welcome event and at least 50% of the events that we organise with you will not be centered around alcohol.

We will increase the amount of dedicated resource for the organization of year round events to celebrate the diversity of the students at the University of Chester.

Representing You

Our Goal

By 2021 over 80% of students will say they are satisfied with our officers, students' council and academic representation system.

Why we have chosen this?

Because when we asked you in 2018 less than half of you were satisfied with Officers and Council. Helping you to change your experience is another of our charitable objectives.

The majority of you were satisfied with academic reps and we therefore want to build on this to make sure that all levels of the student voice are heard.

How will we do this?

We will conduct a review of Council to make sure that it is democratic and an effective voice for the sites.

We will invest in the staffing, resource and development of the staff and officer team to ensure that we are able to support all representatives as effectively as we currently support academic reps.

We will commit to regular Union on Tour Weeks where officers and reps would engage with students across all sites. By 2021 we will have 4000 interactions.

We will continue to invest in Big Idea and Question of the Month so that 10 ideas a year are implemented and there are 5000 interactions with Question of the Month. By 2021 we will be holding regular debates on the issues that students are demanding action on.

Investing in You and the Staff that Support You

Our Goal

By 2021 over 80% of the staff and volunteers that work for us will say they would recommend us to family and friends.

Why we have chosen this?

Because when we asked you in 2018 over 86% of you wanted your achievements to be celebrated and 68% of you wanted to obtain personal development through your time with us.

Because the professional and personal development of staff and volunteers has been proven to be a primary factor in improving morale and performance.

How will we do this?

We will establish a People Strategy that will offer clear training and development paths for all our staff and volunteers. By 2021 we will be achieving sector leading scores in both the national staff survey and national volunteering survey.

We will ensure that all union volunteers receive the quality of training they need to carry out their roles effectively, with a 90% satisfaction rate by 2021.

We will increase the opportunities for students to be employed through the Union, particularly in roles that provide relevant experience to your studies.

By 2021 we will have achieved both Investors in People and Investors in Volunteers.

We will develop a programme of networking opportunities to provide you with the contacts you need to launch your careers.

Keeping You Informed

Our Goal

By 2021 over 80% of students will say we have done a good job keeping them informed.

Why we have chosen this?

Because when we asked you in 2018 less than half of you felt that you were informed, with significant variations in the awareness of our services.

Because 86% of you wanted to see the Union celebrate your success and activity.

Because 31% of you wanted to engage with more online content.

How will we do this?

We will invest in a new unified CSU brand that will clearly communicate our mission, vision, values and services.

We will invest in making all staff digital champions, confident and able to use the digital platforms that you choose. Where possible we will use the new Student Media to ensure that our output is student led and student created.

We will create a whole Union Communications strategy that will set out annual targets for improvements in our reach and your awareness of our services.

We will create a culture that celebrates you and your successes throughout the year, ending in annual Awards ceremonies that acknowledge the work of all not just final year students.

We will promote Sports and Societies end of year celebrations.

We will establish campus specific online and offline communications to reflect where you study.

A Secure and Green Future

Our Goal

By 2021 we will have had 3 successive years with a trading surplus.

Why we have chosen this?

Because our last 6 years have seen us drawing on our reserves and we need to build a sustainable future.

Because we have a low block grant relative to other Unions of our size.

Because your student income is falling and you are spending your money in different ways.

<u>How will we do?</u>

We will work constructively with the University of Chester to ensure that at every level we have strong and sustained partnerships to deliver an enhanced student experience.

We will conduct a review of our existing commercial services and products to ensure that they continue to reflect your needs and preferences.

We will investigate the potential to establish new commercial services to reflect your need to find accommodation and part time work.

We will overhaul and improve our loyalty offers to ensure that more of our surplus goes back to you. We will continue to evaluate how we can trade ethically so that we reflect the values that are important to you.

APPENDIX B

Chester Student's Union Advice Centre Confidentiality Policy

1. This policy covers the Union's Advice Centre, but also encompasses any situation whereby any member of Union staff may discuss personal information with a student who does not wish for this to be disclosed to a third party.

2. This policy is to be read in conjunction with the Closed Case and File Destruction policies, as well as in line with Chester Students' Union's Articles of Association and associated policies.

Confidentiality Statement

3. Chester Students' Union (CSU) understands confidentiality to mean that no information provided to us by a service user should be shared directly or indirectly with a third party external to the elected officers, staff or Chief Executive Officer in a manner which provides details on the service user leading to identification, without that service user's prior written consent to disclose such information.

4. The Union recognises that any student of the University should be able to approach us for advice or representation, confident that their information will not be shared externally in any manner with a third party. The service acknowledges that information could be indirectly given out through informal conversations, and therefore Students' Union officers and staff should ensure that no discussions relating to students should take place in any area, either inside or outside the Students' Union buildings, where a student's identity may be revealed to a third party external to those named above.

5. We are committed to providing a fully trained, confidential, professional advice service, where any student in need of advice feels able to contact the team. We will commit to providing a confidential interview space within the Union, and will ensure the safe storage of all records pertaining to the advice given.

6. The Students' Union will not confirm details of any use of the Advice Centre's services to a third party, without first obtaining the Student's written consent.

7. CSU will ensure:

    - Nothing is shared outside of the Advice team without a student's prior written consent, and that all contact with an Advisor is recorded securely.
    - All employees, volunteers and students are aware of this policy and are encouraged to support its objectives
    - Any breaches of confidentiality (whether consenting or otherwise) are recorded accurately, and the service user is kept fully informed of the process where practicable.
    - We follow the steps outlined in the File Destruction policy to destroy all outdated case notes after the period defined thus.

Statistical Recording

8. The Students' Union is committed to effectively monitoring and reporting on the take-up of services within the Advice Centre. In the case of reports being created to pass on internally or to third parties, the advice team will take great care to ensure no personal or identifying

information is used which could be detrimental to keeping the anonymity of an individual service user.

Case Records

9. It is the responsibility of the Advice team to ensure that all paper-based case records are locked away at the end of the night. This includes any meeting notes, jotted information or printed documents provided pertaining to student casework. All case information should be locked in the Advice Centre file storage, and once it has been uploaded to the online database, should be shredded and disposed of correctly.

10. It is also their responsibility to ensure that any access to confidential documents online (via the database, email accounts or shared drive), are restricted solely to those who require access to them; namely, the Advice team and the Chief Executive Officer. This should be guaranteed through the locking of computers when not in use, and the logging out of services when not required. Each advisor has personal access to these, and passwords should not be given out to those outside of the Advice service.

11. For further information on the storage and disposal of case records, please refer to the Closed Case and File Destruction Policies.

Exceptions

12. An advisor can only talk to a third party individual regarding a current or closed case with the express permission of the student(s) involved.

13. The exceptions to this are:

- In the case of students who are known to be suspended from or banned from being on the campus, the advice team is able to meet with them on Union premises to provide them with advice. They can also accompany them to meetings arranged by the University as appropriate. The Union and advice team accept no responsibility for anything that occurs on campus outside of the student's designated appointment slot, or during the slot if the student has left the office early.
- If the Advisor has undue concern regarding the students' health or wellbeing, they may contact the Student Futures team (usually Wellbeing, Counselling or Disability Support) with the express written permission of the Chief Executive Officer or their acting representative. If a conversation does take place, this will be confidential and limited within the Advisor and the Departmental individual contacted. The Advisor will ensure case notes reflect the individual contacted, and any further breach of confidentiality will be the responsibility of the Department involved.
- If the Advisor has concerns for the immediate safety of a student, and they feel that they are a risk to themselves or others they should contact the emergency services. Where practical permission should be sought from the Advice Manager, Chief executive officer or their acting representative.
- Where the advice service is requested to show examples of case notes to external auditing bodies. These auditing bodies may view a cross-section of case notes from our advice team for auditing purposes. The external auditors would have no prior connections to the student body, thus limiting any chance of associating the notes with a service user, and would not remove any case notes from the building in paper or digital form.

- Where the CSU team is bound by law to report information, for example under the direction of (but not limited to) the Children's Act, Female Genital Mutilation Act, or the Prevention of Terrorism Act.

14. The breach of confidentiality must be recorded with the following information provided:

- Name of the student and brief outline of the situation, specifying the reason that confidentiality is being breached
- Who has been asked for advice before making this decision (usually the chief Executive Officer or their representative)
- What would be achieved by breaching confidentiality
- To whom confidentiality has been breached.

Training, Development and Supervision of Staff

15. To ensure all staff at the Union are aware of and abide by this policy, the Chief Executive Officer has a duty to communicate to all staff (whether in paid or voluntary roles) a copy of the Confidentiality Policy, and to ensure that its contents are understood.

16. All staff will receive a full briefing on the contents of the policy, their rights and responsibilities in relation to it, and support to help them understand and implement it. A copy of the policy will be provided to all staff to sign and agree to its adherence; copies of these will be kept in the Chester Student Union's office.

Breaches of Confidentiality

17. If a member of the CSU team is found to have breached confidentiality, other than due to the exceptions listed above, this will be constituted as unacceptable behaviour and will be dealt with under the Union's Disciplinary process.

18. If any member is aware of a breach of confidentiality, they have a duty to report this to the Chief Executive Officer to be investigated. Any incident will be treated seriously and dealt with fairly.

19. If CSU receives any complaint of unacceptable behaviour in breach of this policy by a member of the CSU team, it will be investigated thoroughly and will take action where appropriate. The complainant will be communicated with in accordance with the CSU Complaints Procedure and informed of the outcome.

Legislative Framework

20. The Students' Union will monitor this policy to ensure it meets statutory and legal requirements including the Data Protection Act, Children's Act, Female Genital Mutilation act, Rehabilitation of Offenders Act and Prevention of Terrorism Act.

Changes to the Policy

21. Any changes to this policy may be made by the Advice team, the Student Union's Chief Executive Officer or Board of Trustees, and must be approved by the latter group. The policy will be reviewed annually to reflect any changes to the services offered.

APPENDIX C

CSU

Chester Students' Union Advice Data Protection Act consent

Permission to store and process and potentially share your data form.

To help with your enquiry we may need to record details of your case. These details may include personal and sensitive data. In addition we may need to contact other departments to help your case, So that we can protect your rights we must ask for your permission to store and process your personal and sensitive data for this purpose.

Statement of Consent:

- I understand that personal information is held about me.
- I understand I could ask for more information on the implications of sharing or not sharing information about me prior to signing this form.
- **I agree that personal information about me relating to my case may be shared and gathered with departments of the University of Chester, and where applicable, external service providers through referral.**

Are there any departments within the University of Chester you do not want us to share or gather additional information through? Please list them here:

Your consent to share personal information is entirely voluntary and you may withdraw your consent at any time. Should you have any questions about this process, or wish to withdraw your consent please contact: csuadvice@chester.ac.uk

I hereby give my permission for Chester Students' Union to record details of my case and potentially share personal information with the University of Chester in connection with my case, or for a referral to be made to local external service providers if required for specialist services. I understand that Chester Students' Union may hold information gathered about me from the departments they have contacted, but all information will be protected under the General Data Protection Regulation.

Name:

Student Number:

Signature:

Date:

The consent given is for the purposes of this case only. If you need our service for a different situation you will need to sign a new consent form

Please use the space below to briefly outline your query:

Data Protection Act (1998): Student information

What is personal and sensitive data?
Personal data is data which can be used to identify you. This may include your name, date of birth, address, telephone number etc.

Sensitive personal data is information related to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

Where will you store my data?
The record of your case will be stored in a shared electronic case management system (MSL) accessed by the advice team at Chester Students Union. Paper copies of your data may also be stored securely and accessed by advisers at Chester Students Union.

How will you use my data?
Your data will primarily be used for the purpose of handling your case. We will also use anonymised data for the purposes of statistical monitoring. In some instances, the Advice and Representation team may contact you to invite you to participate in surveys.

How long will you store my Data?
We will not keep your personal data for longer than we need to for the purposes it was collected for. This means that the personal data that we hold should be destroyed or erased from our systems when it is no longer needed. If you think we hold out of date data on you please contact Gareth Pye.

Can I withhold my consent?
Yes but the Advice and representation centre will not be able to advise you without generating an anonymous record of your enquiry needed for quality assurance purposes. No personal data will be recorded, only what your enquiry was about.

Can I have all my data erased?
Yes. You have the right to be forgotten unless certain limited conditions apply.

What is a data controller?
A Data Controller is someone who is responsible for your data and who must make sure that your data is processed according to the law. For example, they are responsible for making sure that the information held about you is accurate and that it is kept secure. For the purposes of the Data Protection Act Gareth Pye CEO of Chester Students Union is the Data Controller.

Why might you share my personal and sensitive data? Who will you share it with?
We will only ever share your information with your permission, for the purposes we have stated (unless required to do so by law). The most likely scenario would be if we are requested to contact your landlord surround accommodation issues. If this happens we will ask you to fill out a separate consent form.

Complaints handling procedure?

Chester Students Union has a complaints handling procedure. Full details of the complaints procedure are available on request.

APPENDIX E

Data Protection Policy

1. Introduction

1.1 Chester Students' Union ("CSU") is committed to complying with privacy and data protection laws including:

a. The General Data Protection Regulation ("the GDPR") and any related legislation which applies in the UK, including, without limitation, any legislation derived from the Data Protection Bill 2017; b. The Privacy and Electronic Communications Regulations (2203) and any successor or related legislation, including without limitation, E-Privacy Regulation 2017/0003; and c. All other applicable laws and regulations relating to the processing of personal data and privacy, including statutory instruments and, where applicable, the guidance and codes of practice issued by the Information Commissioner's Office ("ICO") or any other supervisory authority.

1.2 This policy sets out what we do to protect individual's personal data.

1.3 Anyone who handles personal data in any way on behalf of CSU must ensure that we comply with this policy. Section 3 of this policy describes what comes within the definition of personal data. Any breach of this policy will be taken seriously and may result in disciplinary action or more serious sanctions.

1.4 This policy may be amended from time to time to reflect the changes in legislation, regulatory guidance or internal policy decisions.

2. About this Policy

2.1 The types of personal data that we may handle include details of: students, employees, former employees, alumni and customers.

2.2 The Chief Executive Officer of CSU and is responsible for ensuring compliance with the GDPR and with this policy. Any questions or concerns about this policy should be referred in the first instance to him via g.pye@chester.ac.uk or on 01244 511483.

3. Definitions of Data Protection Terms

3.1 The following terms will be used in this policy and are defined below:

3.2 Data Subjects include all living individuals about whom we hold personal data, for instance an employee or a supporter. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal data.

3.3 Personal Data means any information relating to a living person who can be identified directly or indirectly from that information (or from that information and other information in our possession). Personal data can be factual (such as a name, address or date of birth) or it can be an opinion (such as a performance appraisal). It can also include an identifier such as an identification number, location data, an online identifier specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.

3.4 Data Controllers are the people who, or organisations which, decide the purposes and the means for which, any personal data is processed. They have a responsibility to process personal data in compliance with the legislation. CSU is the data controller of all personal data that we manage in connection with our work and activities.

3.5 Data Processors include any person who processes personal data on behalf of a data controller. Employees of data controllers are excluded from this definition but it could include other organisations such as website hosts, fulfilment houses or other service providers which handle personal data on our behalf.

3.6 European Economic Area includes all countries in the European Union as well as Norway, Iceland and Liechtenstein.

3.7 ICO means the Information Commissioner's Office (the authority which oversees data protection in the UK).

3.8 Processing is any activity that involves the use of personal data, whether automated or not. It includes but is not limited to:

a) Collecting b) Recording c) Organising d) Structuring e) Storing f) Adapting or altering g) Retrieving h) Disclosing by transmission i) Disseminating or otherwise making available j) Alignment or combination k) Restricting l) Erasing m) Or destruction of personal data.

3.9 Sensitive Personal Data (which is defined as "special categories of personal data" under the GDPR) includes information about a person's:

a) Racial or ethnic origin b) Political opinions c) Religious, philosophical or similar beliefs d) Trade union membership e) Physical or mental health or condition f) Sexual life or orientation g) Genetic data h) Biometric data and i) Such other categories of personal data as may be designated as "special categories of personal data" under the legislation.

4. Data Protection Principles

4.1 Anyone processing personal data must comply with the six data protection principles set out in the GDPR. We are required to comply with these principles (summarised below), and show that we comply, in respect of any personal data that we deal with as a data controller.

4.2 Personal data should be:

a) Processed fairly, lawfully and transparently; b) Collected for specified, explicit and legitimate purposes and not further processed in a way which is incompatible with those purposes; c) Adequate, relevant and limited to what is necessary for the purpose for which it is held; d) Accurate and where necessary kept up to data; e) Not kept longer than necessary; and f) Processed in a manner that ensures appropriate security of the personal data.

5. Processing Data Fairly and Lawfully

5.1 The first data protection principle requires that personal data is obtained fairly and lawfully and processed for purposes that the data subject has been told about. Processing will only be lawful if certain conditions can be satisfied, including where the data subject has given consent, or where the processing is necessary for one or more specified reasons such as where it is necessary for the performance of a contract.

5.2 To comply with this principle, every time we receive personal data about a person directly from that individual, which we intend to keep, we need to provide that person with "the fair processing information". In other words, we need to tell them:

a) The type of information we will be collecting (categories of personal data concerned); b) Who will be holding their information ie. CSU including contact details of our Data Protection Officer; c) Why we are collecting their information and what we intend to do with it for instance to process donations or send them a mailing about our activities; d) The legal basis for collecting their information (for example are we relying on their consent, or on our legitimate interests or other legal basis); e) If we are relying on legitimate business interests as a basis for processing, what those interests are; f) Whether the provision of their personal data is part of a statutory or contractual obligation and details of the consequences of the data subject not providing that data; g) The period for which their personal data will be stored or, where that is not possible, the criteria that will be used to decide that period; h) Details of people or organisations with whom we will be sharing their personal data; i) If relevant, the fact that we will be transferring their personal data outside the EEA and details of relevant safeguards; and j) The existence of any automated decision-making including profiling in relation to that personal data.

5.3 Where we obtain personal data about a person from a source other than the person themselves, we must provide that individual with the following information in addition to that listed under 5.2 above:

a) The categories of personal data that we hold; and b) The source of the personal data and whether this is a public source.

5.4 In addition, in both scenarios, (where personal data is obtained both directly and indirectly) we must inform individuals of their rights outlined in section 9 below, including the right to lodge a complaint with the ICO and, the right to withdraw consent to the processing of their personal data.

5.5 This fair processing information can be provided in a number of places including on web pages, in mailings or on application forms. We must ensure that the fair processing information is concise, transparent, intelligible and easily accessible.

6. Processing Data for the Original Purpose

6.1 The second data protection principle requires that personal data is only processed for the specific, explicit and legitimate purposes that the individual was told about when we first obtained their information.

6.2 This means that we should not collect personal data for one purpose and then use it for another. If it becomes necessary to process a person's information for a new purpose, the individual should be informed of the new purpose beforehand.

7. Personal Data should be Adequate and Accurate

7.1 The third and fourth data protection principles require that personal data that we keep should be accurate, adequate and relevant. Data should be limited to what is necessary in relation to the purposes for which it is processed. Inaccurate or out-of-date data should be destroyed securely, and we must take every reasonable step to ensure that personal data which is inaccurate is corrected.

8. Not Retaining Data Longer than Necessary

8.1 The fifth data protection principle requires that we should not keep personal data for longer than we need to for the purposes it was collected for. This means that the personal data that we hold should be destroyed or erased from our systems when it is no longer needed. If you think that we are holding out of date data please speak to the Chief executive officer or their acting representative.

8.2 For guidance on how long particular types of personal data that we collect should be kept before being destroyed or erased please contact Gareth Pye.

9. Rights of Individuals under the GDPR

9.1 The GDPR gives people rights in relation to how organisations process their personal data. Everyone who holds personal data on behalf of CSU needs to be aware of these rights. They include (but are not limited to) the right:

a) To request a copy of any personal data that we hold about them (as data controller), as well as a description of the type pf information that we are processing, the uses that are being made of the information, details of anyone to whom their personal data has been disclosed, and how long the data will be stored (known as subject access rights) b) To be told, where any information is not collected from the person directly, any available information as to the source of the information; c) To be told of the existence of automated decision making; d) To object to the processing of data where the processing is based on either the conditions of public interest or legitimate interests; e) To have all personal data erased (the right to be forgotten) unless certain limited conditions apply; f) To restrict processing where the individual has objected to the processing; g) To have inaccurate data amended or destroyed; and h) To prevent processing that is likely to cause unwarranted substantial damage or distress to themselves or anyone else.

10. Data Security

10.1 The sixth data protection principle requires that we keep secure any personal data that we hold.

10.2 We are required to put in place procedures to keep the personal data that we hold secure, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

10.3 When we are dealing with sensitive personal data, more rigorous security measures are likely to be needed, for instance, if sensitive personal data (such as details of an individual's health, race or sexuality) is held on a memory stick or other portable device it should always be encrypted.

10.4 When deciding what level of security is needed, your starting point should be to look at whether the information is sensitive or highly confidential and how much damage could be caused if it fell into the wrong hands.

10.5 The following security procedures and monitoring processes must be followed in relation to all personal data processed by us: backing up data (daily back-ups should be taken of all data on the system and data should not be stored on local drives or removable media as these will not be backed up); staff should ensure that individual monitors do not show confidential information to passers-by and that they log off their PC when it is left unattended; paper documents should be shredded, memory sticks, CD Roms and other media on which personal data is stored should be physically destroyed when they are no longer required; personal data must always be transferred in a secure manner (the degree of security required will depend on the nature of the data – the more sensitive the data the more stringent the security measures should be); desks and cupboards should be kept locked if they hold confidential information of any kind (personal data is always considered confidential) and staff must keep data secure when travelling or using it outside offices.

11. Transferring Data outside the EEA

11.1 The GDPR requires that when the organisation transfers personal data outside the EEA, they take steps to ensure that the data is properly protected.

11.2 The European commission has determined that certain countries provide an adequate data protection regime.

11.3 As such personal data may be transferred to people or organisations in these countries without the need to take additional steps beyond those you would take when sharing personal data with any other organisation. In transferring personal data to other countries outside the EEA (which are not on the approved list), it will be necessary to enter into an EC-Approved agreement, seek the explicit consent of the individual, or rely on one of the other derogations under the GDPR that apply to the transfer of personal data outside the EEA.

11.4 The EU-US Privacy Shield is an instrument that can be used as a legal basis for transferring personal data to organisations in the US, although specific advice should be sought from the data protection officer before transferring personal data to organisations in the US.

11.5 For more information, please speak to Gareth Pye.

12. Processing Sensitive Personal Data

12.1 On some occasions we may collect information about individuals that is defined by the GDPR as special categories of personal data and special rules will apply to the processing of this data.

12.2 Purely financial information is not technically defined as sensitive personal data by the GDPR. However, particular care should be taken when processing such data as the ICO will treat a breach to financial data very seriously.

12.3 In most cases, in order to process sensitive personal data, we must obtain explicit consent form the individuals concerned. As with any other types of information we will also have to be absolutely clear with people about how we are going to use their information.

12.4 It is not always necessary to obtain explicit consent. There are a limited number of other circumstances in which the GDPR permits organisations to process sensitive personal data. If you are concerned that you are processing sensitive personal data and are not able to obtain explicit consent for the processing, please speak to Gareth Pye.

13. Monitoring and Review of the Policy

13.1 This policy is reviewed every three years by the Board of Trustees.

APPENDIX F

Advice Centre Conflict of Interest Policy

Introduction

1. The Students' Union (SU) Advice Centre aims to support all Chester University students on an equal and impartial basis. Every effort is made to provide full access to the service. There is however certain circumstances where conflicts of interest exist and this policy details how these will be resolved.

2. If a Student Advisor identifies a conflict of interest between a new case and a case they are already working on, they should notify their manager of this, and the case should be immediately reassigned.

3. If for any reason information has been discussed prior to identifying a conflict, the advisor will provide a debrief to the manager.

Complaints against Student Union staff

4. When a student at the University of Chester has a complaint against Chester Students' Union, or any of its services or staff the advisor will:

    - Explain the conflict of interest and that under these circumstances they cannot offer impartial advice or advocate on the student's behalf

    - Inform the student of Students' Union Complaint Procedure

Representing competing student interests

5. When two or more students are in dispute (for example this may be when one student has made a complaint against another student or both have been accused of collusion under the University's Academic Integrity policy):

    - Both parties will be informed that if they use the Advice Centre under these circumstances the opposing party may be told that they are also receiving help from the Advice Centre or will be offered help if they approach the Advice Centre.

    - Apart from informing both parties that the other party is receiving help, or may approach the Advice Centre for help, no other information will be passed from one party to the other without the express permission by the student or students. (See Confidentiality Policy)

    - Both parties will be seen by different members of the Advice Centre staff.

Requests for advice from none students

4. When members of University staff, or external individuals or agencies approach Chester SU Advice Centre for advice:

- The advisors should remember the Advice Centre's prime role is to provide information, advice and guidance to students (and prospective students) at the University of Chester.

- Advice and guidance will not generally be given to any other individuals or agencies, however if appropriate, information and sign posting can be offered to University staff.

- If an external agency that has contact with students seeks advice from the Advice Centre, for example landlords, the enquirer shall be informed that the Advice Centre exists to provide advice to students, so it is unable to assist with the enquiry.

- The Advice Centre can offer information, advice and guidance to Chester Student Union staff, providing it falls within their areas of competence

Other areas of conflict

5. Any other possible conflict of interest should be discussed with the Advice Centre Manager and/or the Chief Executive Officer (CEO). This will then be recorded and appropriate action taken

APPENDIX G

Signposting and referral policy

Introduction

1. This policy supplements the information contained in the Advice Office Manual.

2. Signposting and referral take place when it becomes clear that another member of staff, the University, another provider or another agency can offer more appropriate help or support.

3. Signposting will be appropriate if the client does not fit into the Advice Centre’s client group or if they seek help that is outside the scope of the Advice Centre (e.g. mental health, immigration or debt advice).

4. Signposting may also be appropriate when an existing client presents with an additional issue that is outside the scope of the Advisor’s work.

5. Someone may be signposted or referred for:

- Further or specialist information, advice or guidance
- Other forms of learning
- Accommodation providers

6. Please note this list is not exhaustive

7. In these procedures, “external” signposting and referral means signposting and referral to a person or agency outside Chester Student Union and The University of Chester.

When to signpost and when to refer

8. There is a distinction to be made between signposting and referral:

- When a person is signposted to further help, they are given all the necessary details to make an approach. It is then their responsibility to follow this up

- When a person is referred, staff take on responsibility for facilitating initial contacts between the person and the referral point.

9. Whether someone is signposted or referred will depend on complex factors, including their confidence levels and ease of access to the referral point.

Procedure for signposting/referral

8. Advisors should signpost or refer someone where another member of staff, agency or provider can help or support the person more appropriately. Advisors are trained and aware of their own level and areas of competence.

9. Where someone is signposted or referred, the person should be given:

- A clear reason for the signposting/referral
- Any further details, such as to whom they are being signposted/referred, what their role is, location , personal contact and (for external agencies) any costs or "hidden agendas" which may impact on their impartiality.

10. Details may be written down for the person if appropriate

Standards

11. All signposting and referrals to external sources should be to organisations which hold the Advice Quality Standard mark

12. Anyone being signposted or referred should be told why, and given details about the referral point.

13. Personal details should not be passed on without the prior permission of the person concerned.

14. Personal details may be passed on within the Student Union staff solely for the purpose of providing more appropriate Information, Advice and Guidance for the person concerned, but this should be made clear to the person concerned.

15. In the case of legal requirements for disclosure under the Rehabilitation of Offenders Act 1974 and General Data Protection Regulation , these will be made clear to the person concerned. See the Student Union’s Confidentiality Policy and Data Protection Policy for further guidance.

16. People will be signposted and referred equally in line with the Student Unions Equality and Diversity Policy. Signposting and referrals should only be made to agencies that are able to demonstrate (through their policies and procedures) a commitment to person-centred activity and equal opportunities. If the signposting or referral is to an external agency that makes a charge, or that may not be impartial in its approach, the limitations of that agency should be explained to the person being referred

17. Signposting and referral to partners should be evaluated regularly and action taken in the event of negative feedback or results.

APPENDIX H

Induction checklist

Background information	**X**
History of the organisation and services it provides	
Local community	
Aims and values of service	
Opening hours and access to service	
Introduction to collegues	
Tour of building	
Management structure	
Values and principles	
Confidentiality policy	
Equal opportunities	
Data protection policy	
Domestic arrangements	
Tea and coffee	
Smoking policy	
Toilets/washing facilities	
Administrative	
Computers and photocopiers	
Post	
Telephone and answerphone	
Stationery	
Desk space	
Information systems – advice and general	
Human resources	
Hours of attendance and time recording	
Sickness and other absence	
Holidays	
Expenses claims	
Salary details	
Terms and conditions/contract	
Supervision arrangements	
Staff/team meetings	
Training	
Workers role	
Job description and main tasks	
Responsibilities and lines of reporting	
Training	
Manual and policies	
Health and safety	
Accident reporting	
Fire safety	
First aid	
Security	

Appendix I

The Campaign
Outcomes
Reaction
Reflection
Summary

APPENDIX J

1 to 1 record

Advisor's name: Date:

Current cases, including any difficult enquiries
Caseload
File reviews
Training and development needs
Other issues

APPENDIX K

Appraisal Preparation Sheet

To be completed in preparation for the review/appraisal meeting. Read the job description and list of priorities. Note the main points you want to discuss.
List the Work Priorities
What has gone well? (For example: achievements, work undertaken, developments, responsibilities).
What has been difficult? (For example: problems, conflicts, issues of concern)
What do you want to change to become more effective?
What support do you need from your manager?
What training needs so you think you have?
How do you see the future of your post and the work of the organisation?
Any other issues you want to raise?
Name: **Date:**

APPENDIX L

Appraisal Record and Action Plan

Name:

Manager:

Job title:

Date of meeting:

Completion date for plan:

Work Priorities
Main achievements (since last appraisal)
Difficulties this year
Areas for development (include any review of post or job description if necessary)

Training needs
Resources needed (including from manager or other staff)
Future of your post and work in organisation
Any other issues

Summary of key points	
Indicate main areas of work and targets	Agreed action and who's responsible
1.	
2.	
3.	
4.	
5.	

Areas, if any where agreement not reached (indicate required action)
Review of progress agreed (indicate area and timescale(s) for review)

Managers comments

Signed: Role:

Signed: Role:

APPENDIX M

File Review Checklist:

Student Number:	**Student Name:**
Adviser:	**Reviewer:**
Date of Review:	**Case type:**

File Management:

	Yes	No
Consent form signed and in the file		
Case records are clear and legible, the students' needs recorded and present position of the case is clear.		
Key dates and meetings are clearly stated and entered into MSL & Outlook		
The file is orderly and supporting documents clearly marked.		
Comments:		

Quality of advice:

The Advice is accurate and appropriate for the student		
All Issues have been covered		
Follow up action has been appropriately agreed and taken promptly and deadlines have been met		
Referral or active signposting has been undertaken appropriately		
Comments		

Corrective action required – Detail below
Date to complete by:

Corrective action undertaken **Date Completed:**	**Signed off by reviewer**

APPENDIX N

Supervision Policy

1. The Advice Centre recognises the importance of staff being properly supervised to prevent stress and to ensure a high quality of work for clients.

2. The Advice Manager will meet for a 1 to 1 session with advisors every 6 weeks.

3. The Advice Manager will arrange the appointment, however, if the advisor or subsequently the Advice Manager is unable to attend an alternate date should be arranged as soon as possible.

4. The session will last for approximately 30 minutes.

5. The sessions will cover the following topics:

    - The cases that have been undertaken since the last supervision session or the type of enquiries that have been dealt with during advice sessions.
    - Any difficult cases or enquiries that have arisen and a discussion of what was/what should be done
    - The results of any file reviews carried out
    - Assessment of caseload
    - The outcome of cases, any trends and learning points
    - Any training undertake and any needs to be taken in the future (e.g. due to change in law and practice).

6. Both parties agree to prepare adequately before supervision sessions to cover the topics above and identify any further issues which may need to be raised.

7. The Advice Manager will be responsible for taking notes of each supervision session and agreeing them with the Advisor within one week. A copy of which will be kept on a specific password protected folder in the share drive.

8. If any urgent issues arise in between supervision sessions then the Advice Manager will discuss them with the Advisors.

9. All the discussions relating to work or colleagues will be kept confidential unless they raise issues that give rise to possible disciplinary action.

10. In addition to 1 to 1's the Advice Manager will conduct appraisals with each advisor which will take place mid and end of year.

11. Both parties should prepare for the appraisals, with the Advisor completing the appraisal preparation sheet which is held in the advice share drive. This will aid discussion on what work has been undertaken, any issues and training needs. During the appraisal the Advisors job specification should also be discussed to ensure they are undertaking work within the set parameters.

12. During the appraisal the Advice Manager will complete the appraisal record and action plan. Both the Advice Manager and the Advisor will sign the document to confirm it is agreed.

13. The supervisor will make themselves available to staff in person at least once a week, and via phone or email for the remainder of their working hours. If the supervisor is unavailable then the advisor needing their input should advise their client that they will need to clarify details, and contact the Student Advice Manager as soon as they are able.

14. If necessary and the Advice Manager is unavailable, matters can also be raised further up the management structure, by speaking with the CEO.