Student Advice Service Statement of Service

Introduction

The Student Advice Service provides specialist advice to all ARU students on academic issues. This include advice on the submission of mitigating circumstances claims, requests for intermission and consider requests for extensions. Our service provides information and confidential one to one advice via drop-in sessions, appointment slots, telephone, or email, to maximise the student experience and support student success.

We offer detailed information relating to other support services available to students, referring to specialist teams within Student Services and the wider university. We are committed to providing quality information and advice that empowers students to make informed decisions about their studies.

Our staff

Our service is delivered by helpful staff who will treat you with dignity and respect. Staff update their specialist knowledge on our academic rules and regulations through a continuous programme of staff development.

What you can expect from us?

- We will provide informed, impartial, objective, non-judgemental and confidential advice to students on the Academic Regulations at our University so that you can make informed choices about your studies.
- We can provide advice to students on deadline management, the submission of mitigating circumstances claims, requests for intermission and consider requests for extensions in accordance with our Academic Regulations.
- We can provide advice to students and support them considering withdrawal, ensuring that they are aware of the implications.
- We refer students to the Students’ Union where appropriate.
- We will provide information about the range of support services within Student Services and how to access these.
- We will refer you to other sources of information and specialist advice as appropriate, to enable you to make informed decisions regarding your, intermission, progression and final achievement of your chosen award. This may also include referral to organisations outside our university.
- We will ask for your views on the service you receive and, where appropriate, aim to make improvements based upon your suggestions.
- We will strive to ensure that at least 90% of our service users are satisfied with the service they receive and would recommend us to a friend.

What we ask of you:

- Treat everyone politely and with respect.
• Visit us during our published drop-in times, contact us via e-mail from your Anglia Ruskin e-mail account, or telephone us.
• Provide us with relevant information and documents when requested, to enable us to meet your needs and answer your questions.
• Contact us if you are experiencing any difficulties which are impacting upon your engagement with your studies.
• Keep appointments and attend any events that you have booked.
• Let us know in advance of any special requirements you may have.
• Respond to requests for feedback on the service we provide. Your feedback enables us to continuously monitor our delivery and to make improvements where suggestions are made.

We will have to refer you elsewhere if you require help with:

• Academic Appeals - but will refer you to the Students’ Union for advice and guidance.
• Legal advice or legal representation.
• Advocacy at University Boards or Appeal Hearings, but we will refer you to the Students’ Union.

How you will benefit from using our services:

• You will be able to access our specialist advisers via drop-in sessions at our Cambridge, Chelmsford and Guild House campuses, or via dedicated e-mail or telephone services.
• If you experience personal difficulties that may affect your studies you will receive advice to enable you make the decision that is right for you.

Feedback and comments

We greatly value your feedback. It helps us to plan services and ensure we continuously improve and meet your needs. When asked, please provide us with your honest and constructive feedback on your experience of the service you have received via our own online survey or via the Student Services ‘Tell Us’ scheme. Email tellus@anglia.ac.uk

Anglia Ruskin University’s Policies and Procedures

We have policies and procedures relating to Confidentiality and Data Protection which can be accessed by visiting our Confidentiality and Data Protection webpage. Please contact us if you require these policies in an alternative format.

Our contact details

Website: anglia.ac.uk/studentadvisers
Email: studentadvisers@anglia.ac.uk
Telephone: 01245 68 6700