

**Imperial College Union
Advice Service
Standards Statement**

Free | Confidential | Independent | Non-judgemental | Informative

1. Principles of service

1.1. The ICU Advice Service offers a free, confidential, and unbiased service to all students at Imperial College London. We are dedicated to delivering excellent service and will collaborate with college faculties, departments, and external agencies whenever needed to ensure the best results for students.

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

1.3 When a student has been withdrawn from Imperial College London, or initiated a self - withdrawal, we will continue to advise them until Imperial College London notifies them of the completion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 Should a withdrawn student wish to take their case to the Office of the Independent Adjudicator (OIA) after receiving a completion of procedures letter from Imperial College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

1.4 The ICU Advice Service operates on a self-referral basis, helping students with:

- Academic issues such as mitigating circumstances, appeals, academic misconduct, and fitness to practice or study.
- Complaints and disciplinary actions, whether against or by the College or ICU.

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

1.6 Appointments with our service can be made online or, if possible, in person at the South Kensington (Beit Quadrangle) campus during our hours of operation.

2. Types of service

2.1 Service Type	What students can expect from this service
Out of Scope Queries	To receive advice, students should fill out the advice request form on the ICU website. If their query falls outside our area of expertise, we will direct them to the appropriate services. If we are unsure, we will collaborate with the student via email to find the correct support. These are termed "Out of Scope Queries." We aim to respond to all inquiries within 3-5 working days to minimise delays.
Enquiries	To access this service students should complete the advice request form on the ICU website. If their question is within the service's specific expertise, and is a simple clarification or request for information, we will respond to this with a tailored email. This short form advice allows the student to self-support and get information quickly. If the student is

	satisfied with the support provided, we will deem no further action is necessary by the service and will request feedback from the student. This, the service calls Enquiries, and are logged on our case management system to track our service impact and identify trends.
Cases	To access this service students should complete the advice request form on the ICU website. If their question is within the service's specific expertise but is clear that it is complex, requires an advisor to work on it and could require the student to have an appointment with an advisor or have multiple points of contact, this is considered a Case. Enquiries can be escalated to be a case if appropriate. Once the service has completed all elements of support we can, even if an outcome has not yet been awarded, we will deem no further action is necessary and send a feedback form. All cases are logged on our case management system to track our service impact and identify trends.

3. What students can expect from the ICU Advice Service

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

- Respectful and courteous treatment when engaging with the service
- A waiting period of no longer than three to five College days to get a response from the service (unless it is communicated otherwise)
- To work with the student to engage with them through the most viable method of appointment (i.e., in person, MS Teams, telephone or email) where possible
- Signposting/referring students to an agency that may be able to offer assistance when the Service is unable to provide information or advice.
- Confidentiality: the Service will not discuss a case with any third party unless the Caseworker has written consent from a student (unless required to do so by law or where we believe a risk of harm is present to the student or somebody else).
Students can access the Confidentiality Policy [here](#).

3.2 If a student is unhappy with the service they have received, they can complain about this through the complaint's procedure. Please note the service cannot offer support with complaints about the service due to a conflict of interest.

4. What ICU Advice Service expects from students

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

- That they will treat ICU staff, Elected Officers, and other students at ICU with respect at all times
- That they will provide Caseworkers with accurate information about your case to the best of their ability so that they can support you effectively and give you the correct advice
- That they will use the Service undertake actions that is recommended to further their case before they seek additional advice
- That they will keep their Caseworker up to date with their case and ensure the Service has the most up-to-date contact details so the student can be kept in contact with.
- That they work in good faith with the Advice Service staff so that Caseworkers can act only in their best interests.
- That they will not contact staff outside of office hours (unless by email), and will contact through the appropriate channels (i.e. written correspondence through email,

verbal conversation through MSTeams or telephone).

4.2 If a student does not adhere to these standards, the Service holds the right to withdraw the student, as stipulated below

5. Withdrawal of service

5.1 In some circumstances, it may be necessary to withdraw a student's access to the Service. This may relate to a particular case, or a student may be withheld from receiving any advice or advocacy.

5.2 Where an Advice Caseworker believes that a restriction to or withdrawal from the service is necessary, this will be discussed with the Advice Manager. Any student that is withdrawn from the service will be notified in writing and directed to the ICU complaints procedure.

5.3 The Service will make every attempt to signpost a withdrawn student to a relevant alternative.

6. Reasons for withdrawing service

6.1 Reasons for this include but are not limited to:

- A conflict of interest for the Advice Caseworker or the service. In most cases, a student will be provided with another Advice Caseworker rather than service being withdrawn. For more information, please refer to the Service Conflict of Interest policy.
- Where a student refuses to agree with the Service Standards.
- A student persistently and without good cause fails to keep to appointments or disregards an Advice Caseworker's time by continually seeking advice on an issue but never acts upon it.
- If a student deliberately withholds information, or is found to be deceitful, on issues pertaining to their case in a way that could compromise the reputation of the Advice Caseworker and/or the service we provide.
- A student exhibits verbally abusive, threatening, discriminatory or violent behaviour toward a member of ICU staff or any other persons accessing the service.
- Despite verbal or written warnings, a student continues to exhibit offensive, insulting or harassment behaviour toward a member of ICU staff or any other persons accessing the service. This can include behaviour where a student calls, emails or visits the Advice Service and continuously exhibits rude, unpleasant and inappropriate language, gestures and threats.
- A student attempts to involve or engage a Caseworker in immoral or illegal pursuits.
- A student is seeking advice on the same matter by another agency or service, such as legal counsel.
- Inappropriate requests, e.g., a student demands that staff undertake actions which we deem you to be able to take yourself, requests for assistance that exceeds the expertise of the Advice Service staff, requests support that requires an excessive amount of time and impacts on other service users, etc.
- A student has made a serious complaint against the ICU Advice Service and this is currently being investigated.

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