



# LSU ADVICE

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## CODE OF PRACTICE

*for students and doctoral researchers across  
Loughborough and London campuses*



[lsu.co.uk/advice](https://lsu.co.uk/advice)

1.

# Advice Service

LSU Advice service operates within Loughborough Students' Union to support the University experience of all Loughborough University and college students and researchers across both Loughborough and London Campuses.

We are committed to supporting students with free, independent, confidential and non-judgemental advice through a range of University processes or conflicts. Although this list is neither exhaustive nor prescriptive, we can typically advise on: academic misconduct, appealing results, disciplinary offences, car parking offences, mitigating circumstances, and complaints regarding the University.

This Code of Practice outlines the service's operation and will be reviewed quarterly, or sooner if appropriate.

If you have any questions about the contents and information within this code of practice, you must get in contact in the first instance with your advisor. If you then have further concerns, these will be directed by your advisor to the Advice Development Consultant or Head of Advice and Academic Representation.



2.

# Aims & principles of the service

LSU Advice service is here to support and empower you to make informed decisions about your situation and engagement with University processes. Our team is able to talk through your situation with you, discuss your options, and provide impartial advice for you to consider whilst making your own decisions within University processes. As such, we will not typically intervene for you or act on your behalf. Please note that we will never be able to guarantee an outcome to your enquiry or case, and that as part of the Students' Union we are not involved in the administration of University processes.

## CONFIDENTIAL AND INDEPENDENT

Our advice is supplementary to University guidance, optional and freely available to all Loughborough University and College students and researchers as LSU members. LSU Advice is independent of the University and information regarding your enquiry will not be shared with them without your express permission. Likewise, we cannot discuss your enquiry with a parent/guardian/carer/friend/lawyer without your express permission by way of email from your University email address. If you no longer have access to your University email address, please provide us with your full name and student number within correspondence. Please read our full confidentiality policy.

## IMPARTIAL AND NON-JUDGEMENTAL

LSU Advice is independent of the University and can therefore provide an impartial viewpoint on University processes and your situation.

All students seeking our advice will be treated with respect and dignity. Advice is provided in good faith and is based on the information you provide us with.

We are not in a position to make any judgements about your case, or what the outcome may be, however we can advise on how best to navigate the University's processes in relation to your circumstances.

3.

## Supporting you

There are many routes by which to contact LSU Advice to seek support. It is best to get in touch, in the first instance, via email in order that your situation can be assessed, your enquiry allocated to an advisor, and for our advisors to prepare their guidance for you. You can expect a response within 2-5 working days. If our advisors are unable to respond to your enquiry with advice within this time frame, we will endeavour to let you know.

### VIA EMAIL

Support is normally given most effectively via email. This is how we provide feedback and suggestions for your completion of draft forms/letters/responses and generally allows for quicker progress with your enquiry. We do appreciate that in some cases it may not be appropriate to discuss your situation via email. If you feel unable to discuss your situation via email then do let your advisor know.

### IN PERSON OR ON THE PHONE

Unless advertised, we cannot guarantee 'drop-in' or unplanned appointments and these will not typically be available.

To make your initial enquiry known in person or on the phone, general information about your situation will be asked by an advice staff member. They will assess your situation, and let you know whether an immediate appointment is appropriate. Your name, the nature of your enquiry and your Student ID/BNumber will be noted and you may be asked to email us with further information on your circumstances along with any documents relevant to your case. Your enquiry will then be allocated to an advisor who will email you within 2-5 working days.

If you have arranged an appointment with your advisor, you must let them know if you intend to bring a friend, family member or other accompanying individual with you in advance.

4.

## Your advisor

You will be allocated an advisor who will be your point of contact within LSU Advice. They are available to you for advice on your situation, and will be happy to help as best they can. If you have any concerns, require further information, would like to provide them with more information or need to correct anything you have previously told them, they will accommodate this within their advice. Likewise, if you have any specific needs that impact any aspect of your access to the service then do not hesitate to let them know. When your enquiry is made, if this is assessed as needing immediate advice your advisor will invite you to talk things through with them as soon as possible.

All appointments will be followed up with an email summarising your situation and the advice that was given. If this has been incorrectly noted or you would like to provide further information, please make your advisor aware.

Your advisor will aim to answer any questions you have about your circumstances, or the University process. Where an advisor is unable to support you with your query or any aspect of it, they will endeavour to signpost or link you to alternative best placed services.

Your advisor will typically review one draft of any form/response you wish to send to the University, and give advice on what evidence may be necessary. They cannot tell you what to write, or write this for you, but may give prompts based on information you have provided us with and be able to advise on structure and tone. Further reviews of drafts will be at the advisors discretion.

We do not routinely provide an advisor to attend meetings associated with University processes. However, your advisor will let you know if they think their attendance may be beneficial to you. They will also be able to support you in preparations for the meeting. If you would particularly like your advisor to attend with you, please discuss this with them.

### OPENING HOURS

- Our office on the midlands campus is open between 10am-12pm and 1pm-4pm Monday-Fridays and can be found upstairs in the Students' Union, right and then right again, opposite the Council Chambers. If you have any particular access requirements (e.g. require the use of a lift), please let us know in advance so that a team member can come to meet you in the piazza.
- Our office on the London campus is open between 10am-1pm and 2pm-4pm and can be found on the second floor second floor of campus.
- Unavoidable variations to opening hours may sometimes occur. Whilst the office is closed you should email us with your enquiry, which will be responded to within 2-5 working days.
- Appointments are given at your advisor's discretion. It is encouraged that if you would like an in person or telephone appointment, you email ahead of time and await confirmation from your advisor.





## 5. Your role

Our team hopes that you will keep the following in mind when engaging with LSU Advice:

- You aim to keep your advisor up to date with developments to your case
- Excessive emails/phone-calls/drop-ins to pursue a response may delay our ability to respond to you, and other students. Please allow 2-5 days for a response. If you are unsure whether your email has reached us, please check you have entered the correct recipient address
- It is inappropriate to contact your advisor outside of the office to speak about your enquiry. Doing so could result in restriction of your access to our service
- If for any reason you cannot make a scheduled appointment please give as much notice as possible
- If for any reason you no longer require or wish for advice please let your advisor know

You are able to access LSU Advice freely, however in severe circumstances restrictions may be placed on your use of the service, and in exceptional circumstances, withdrawal of service, in order to protect the service and the quality of advice we are able to give to you. If you have received a ban from the Students' Union or University Campus, please contact us via email in the first instance so that appropriate arrangements can be made should you wish to meet us in person.

## RESTRICTIONS TO SERVICE

Restrictions to service may be enforced in situations such as (but not limited to) the following:

- Consistent failure to undertake agreed actions (i.e. agreeing to send us a copy of any University letter/allegation you have received)
- If, after your initial enquiry, you have made a complaint about the service that has warranted investigation

Restrictions to service may include limiting advice to be delivered via email and/or telephone exclusively, restriction of in-person appointments we have with you, or, suspending active work on your case. You will be informed of any restriction of service at the earliest opportunity in writing to your specified email address and will be directed to the Students' Union complaints process.

## WITHDRAWAL OF SERVICE

Withdrawal of service may be enforced in situations such as (but not limited to) the following:

- Failure to adhere to a previously enforced restriction to the service
- If you display any behaviour of a discriminatory, violent, aggressive or confrontational nature or tone that is deemed threatening or inappropriate
- If there is a perceived threat to LSU Advice staff or other student members within the office or nearby area
- If you have made a complaint about the service that is found to be fabricated
- If we have reason to believe that you have provided us with falsified evidence or information (please note that the submission of falsified/fraudulent evidence to the University may lead to a University disciplinary investigation)

Withdrawal of service may be partial or in full, and the Head of LSU Advice & Academic Representation or their designated nominee shall have the final decision. You will be informed of any withdrawal of service at the earliest opportunity in writing to your University email address and will be directed to the Students' Union complaints process

## 6. Privacy

You can find out more about our commitment to data and privacy within the LSU Privacy Policy

 [lsu.co.uk/privacy](https://lsu.co.uk/privacy)

## 7. Confidentiality

LSU Advice is committed to providing a confidential service to its users. No information given to us will be made available to any other organisation, the University, the College, or individual other than LSU Advice staff without your express permission.

Notwithstanding the above, we may legally be required to breach confidentiality in the following circumstances:

If Advice Staff supporting a student are being used to facilitate the commission of a crime or fraud

We receive express consent that has been given by the client (or personal representative of a deceased client to disclose information)

It is considered necessary to reveal confidential information to prevent the client or third party from action that is likely to result in serious bodily harm

In exceptional cases involving children, if a member of LSU Advice has information disclosed to them of a serious nature (i.e. sexual, mental or physical abuse of a child) then this will be given to an appropriate authority

A court orders that material should be disclosed, or, where a warrant permits, a police officer or other authority to seize confidential material

A government department (e.g. her majesty's revenues and customs), proves it is empowered by statute to require disclosure of confidential information

An act of terrorism could be prevented by reporting to the appropriate authority

All LSU Advice Staff have discretionary access to case files and other documents of all cases to allow for staff support, guidance and intervention where necessary

# Getting in touch:



If you are a student or doctoral researcher at our Loughborough campus:

- you can email us at  [lsuadvice@lsu.co.uk](mailto:lsuadvice@lsu.co.uk)

If you are a student or doctoral researcher at our London campus:

- you can email us at  [lsulondonadvice@lsu.co.uk](mailto:lsulondonadvice@lsu.co.uk)

*Please ensure you include your name, Student ID/Bnumber.*

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## Advice checklist:



### STEP ONE

Identify what it is you need help with, and consider what outcome you are hoping for. You may find it useful to read about the area of advice you need – pop over to our website to find out more about what we can support with.

### STEP TWO

Gather information/evidence (it's really helpful for us to see, so try putting together any documents/emails which relate to your situation).

### STEP THREE

Get in touch with the team (email your information along with any documents and a brief summary of your concerns to our team).