

STUDENT ADVICE CENTRE



SERVICE STANDARDS



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DEFINITIONS:

BACP	British Association of Counselling and Psychotherapy
Client	any user of the Service
CMS	Case Management System
ICO	Information Commissioners Office
NUSU	the University Students' Union
NUSU CEO	NUSU Chief Executive Officer
NUSU DDC	NUSU Data Protection Officer

NUSU DMS	NUSU Director of Membership Services, also the designated Safeguarding Officer
Service	NUSU Student Advice Centre
University	Newcastle University

1 THE STUDENT ADVICE CENTRE

1.1 Aims and purposes

The Service aims to provide a specialist and independent information, advice and representation service to support current Newcastle University students and INTO Newcastle students across campuses. Additionally, the Service can offer information and advice to prospective students, alumni students (up to one year following graduation) and students referred to the service under a reciprocal Conflict of Interest Service Level Agreement with a partner University. The Service is operated by and within the membership and democratic services department of NUSU. The Service is free, professional, independent, impartial, confidential and available to all eligible parties equally.

1.2 Staffing and management

The Service is currently covered by two Senior Adviser Managers, two Advisers (one part time generalist and one specialist) and one Administrative Support Assistant. All of the Advisers are professionals who undergo continual training in general advice-giving and in specialist subjects. They are directly responsible to the NUSU DMS. The Advisers and Administrative Support Assistant are immediately responsible to the Senior Adviser Managers for line management, but all staff members are ultimately responsible to the NUSU CEO.

Every effort has been made to ensure that:

- the Service recruits qualified and suitable staff;
- Service staff undergo appropriate training;
- Service staff receive appropriate supervision and support; and
- Service staff are members of Advice UK and are insured to give advice and are protected against loss and liability through NUSU and Advice UK insurance policies, subject to any wilful, reckless or negligent act or omission on their part.

1.3 Working Procedures

- a) Your booking form submission will be responded to with an appointment offer in the method of delivery of your choice. If you are a student at another University and have been referred to us as a Conflict-of-Interest referral under a reciprocal Service Level Agreement, your University will have verified that you are a student or recent former student before referring you to us. They will only provide us with your name, Student ID and an email address of your choice. We will then email you the link to our booking form.
- b) You will be offered an appointment with an Adviser. Appointments can be via Microsoft Teams, Zoom, face to face or telephone. If you have any accessibility needs the Service will seek to accommodate where possible.

- c) The appointment booking is for you **only**. The appointment may be postponed/cancelled if other attendees are present without prior knowledge and arrangement, with the exception of c) and d) below. If you are more than 15 minutes late for an appointment you will generally not be seen as there will not be sufficient time, to hear and understand the issue and be able to discuss options. Where you are later than 15 minutes or miss the appointment slot entirely, the next available appointment will be offered. If you have been persistently late or missed appointments Service may not be offered (see section 5).
- d) Where you have booked as a group for advice, **each person** will be required to complete a booking form for entry onto the Service CMS as they are each receiving the advice. The exception to this being where another person is attending in a support role, see d) below.
- e) Advisers must be satisfied there is a genuine need for you to be accompanied by another person(s) to the appointment. The Service will try to provide an environment where you can talk freely and openly without control, coercion, challenge or interruption from other persons. Advisers may restrict attendance at the appointment of academic staff, family, partners, friends, children or fellow students, particularly if the Adviser feels attendance may hinder the discussion with you or not be in your best interests. The exception to this is being a student group all attending for the same advice, see c) above. The Service will make this clear at the appointment booking stage and the when the appointment commences.
- f) Particular effort will always be made to accommodate real emergencies.
- g) An Adviser may not be able to proceed with an appointment if a conflict of interest becomes apparent (see section 4).
- h) The Service may offer outreach clinics from time to time during the course of an academic year at varies on-campus sites, and the parameters of this may change depending on the provision offered at that time.
- i) The Service and these supporting standards operate in conjunction with the [Service Privacy Policy](#) in regard to any personal data we take.

2 GUIDING PRINCIPLES

2.1 Your care

The Service staff should at all times:

- welcome you with respect and courtesy and make you feel at ease. The Service expect the same respect and courtesy to be shown to all NUSU staff;
- endeavour to be responsive to your needs;

- promote your welfare and to act in no way prejudicial to your interests;
- staff will act to support your health and welfare if the Service feel there is a legitimate interest for doing so and with particular consideration to under 18's and other vulnerable students who may need safeguarding in conjunction with the [NUSU Under 18's Policy](#);
- listen sympathetically and with due regard to any cultural differences;
- assess all relevant aspects of any case presented;
- manage your expectations;
- inform you of the potential for conflict of interest and the Service policies for dealing with these situations (see section 4);
- inform you of potential options and check these are understood;
- enable and if appropriate assist you to pursue your chosen course of action;
- ensure you are aware of how your data is processed and provide you with a copy of, or access to, the [Service Privacy Policy](#);
- give regard to the additional care needed when dealing with under 18's data and in accordance with the [NUSU Policy for the Safeguarding of Children and Adults at Risk](#) ; and

respond and advise you in line with NUSU's wider policies including the [NUSU Inclusivity Policy](#) and NUSU's [Sexual Harassment](#), [Sexual Misconduct](#) and [Transgender Policies](#).

The Service may discuss the option of using your case information/data, to highlight pertinent/topical or and recurrent issues (see section 2.7 below) to NUSU for their consideration and potential action within the University, the local community and where relevant on a regional or national level. This is likely to be anonymised and will always be discussed with you in advance.

2.2 Your empowerment

The Service staff should endeavour to ensure that you retain control of your own case. You determine what your own interests are and which course of action you wish to follow or wish staff to follow on your behalf, subject to our Limitations of Service (see section 5). The purpose of the Service is to assist you in solving your own problems. The Service will not make decisions for you or do all the work for you. You are expected to be proactive in doing what you can for yourselves. This is highlighted from the outset on the appointment confirmation.

The Service will be offered in accordance with all NUSU policies including the [NUSU Equal Opportunities Policy](#) and [NUSU Sexual Misconduct Policy](#).

2.3 Impartiality

Service staff should remain impartial and not express personal preferences or seek to persuade you as to which course of action you should choose. This means that staff members of the Service will not provide recommendations to you for services or companies. This can become complex and frustrating in conflict-of-interest situations but to ensure you are supported as well as maintain impartiality we may need to suggest a referral to another partnered service (see section 4).

2.4 Independence

The Service is part of NUSU and therefore is independent of the University and all other organisations. As employees of NUSU, the Service staff cannot be independent of NUSU but they will remain impartial and provide practical advice and information. The Service cannot, however, represent you against NUSU. The Service will consider your best interests, subject to the Service Care Principles and Limitations of Service (see sections 2.1 above and 5 below)

2.5 Confidentiality

Please see section 8 below.

2.6 Quality of Work

- a) You are entitled to receive the most careful and diligent service that can reasonably be expected from the Service staff, as promptly as possible in relation to the demands of the case.
- b) If an Adviser feels unable to progress a particular matter or does not have the specialist knowledge to deal with your cases, they will consult their colleagues/line managers and if necessary hand over to a colleague or consider a referral to an outside agency. If necessary, and you give your consent, an Adviser can formally refer you on.
- c) When referring you to outside agencies, the Service staff should explain the possible implications of this step to you. When a referral is agreed and the referral agency requires a history or copy of the case file and details, you will need to provide the Service with a letter of instruction/authority from the outside agency or your written consent to the release of this information. This communication will be uploaded to the CMS.
- d) It is the duty of Service staff to keep a proper record of all visits, telephone calls, communication, correspondence and other interactions taken in pursuance of your case. Only notes relevant to the case will be recorded.
- e) The Service staff should keep you properly informed of developments in your case.

2.7 Social policy work

In the interests of the whole student body and with the intention of identifying areas for improvement, redress, campaigning or change, our Service will monitor and record instances/trends or patterns of case subject matter. Advisers will ask you whether you are willing for your case to be highlighted for such purposes, both internally to the likes of NUSU Sabbatical Officers, Senior Management Team, Campaigns Committee meetings etc. but also external bodies such as the local authority. The Service will ensure it obtains any necessary consent from you beforehand. You will also have the option to anonymise information. Where consent is granted and the material is not anonymised, and data shared will be password protected/encrypted. When sending material to external parties this Service will use the encrypted the University drop off service to exchange the information, in addition to our internal protections.

When you first book in with the Service you are asked if you consent to any successful case being used for PR purposes. You would be consulted again for consent if and when that became useful to see if the consent remained in place.

Please see the Service Privacy Policy for more information about your personal data, disclosure of it by the Service and the difference between personal data and confidential information.

3 ADVISER ALLOCATION

- a) When you approach the Service either physically or digitally, you will usually be responded to by a staff member or student volunteer who provide the Service administration. This person will briefly assess whether it is appropriate for them to answer a general enquiry themselves, whether to arrange an appointment with a specific Adviser or refer to another agency for advice. Generally speaking, for purposes of consistency, you are not switched between Advisers once one has been allocated.
- b) If you are a current Client and you at any time feel uneasy with a particular Service staff member or are dissatisfied with the Service provided:
 - you can make a request to see a Senior Adviser Manager, or if one of the Senior Adviser Managers is the subject of your dissatisfaction/unease you can make a request to see another Senior Adviser Manager or the NUSU DMS who will explore the matter with you and reach a solution as soon as practicable. The NUSU DMS may request the details of your dealings with the Service as per 2.6(a); or
 - alternatively, or additionally, you may wish to make a formal complaint using the [NUSU Complaints Procedure](#).
- c) A request to transfer to another Adviser will normally be refused if:
 - it stems from an attitude in conflict with the [NUSU Equal Opportunities Policy](#) and [NUSU Respect Statement](#);
 - it is based on whim or manipulative intent;

- it arises from inappropriate expectations of the Service role; or
- the service has been formally withdrawn from you under the provisions of section 5 below.

4 CONFLICT OF INTEREST

- a) A conflict of interest can occur where either:
- an Adviser has a personal connection to you;
 - a personal benefit could be considered to have been gained by you as a result of that personal connection; or
 - a situation arises where the aims of the parties involved are in opposition.
- b) Conflict of interest is difficult to manage. No Adviser should knowingly interview or otherwise serve both parties to a dispute or other conflict of interest. In the event that a conflict between two Clients is brought to the Service, the duty of the Adviser initially approached is to the first presenting Client. Other staff within the Service should consider the feasibility of another Adviser being able to assist the other Client, but this decision is entirely at the Service's discretion. If this is not possible, the Service will endeavour to refer you to another appropriate Service.
- c) Where the Service is offering facilitated discussion to two or more parties, this will be offered by two Advisers who have not previously been involved with your case (see section 11).
- d) Likewise, the Service staff cannot independently advise anyone with a complaint about NUSU and/or its staff including the Service staff themselves. In this situation, you will be provided with information on the [NUSU Complaints Procedure](#) only and where possible advised of alternative means of assistance.
- e) In order to manage a Conflict-of-Interest scenario we would be unable to offer you an appointment. We will not be able to explain a Conflict of Interest exists as that will breach someone else's right to confidentiality but we will direct you to these Service Standards that will hopefully help you identify why we are unable to offer you an appointment. This can often feel very bewildering. However, in order to provide you with support in a Conflict-of-Interest scenario, we have partnered with other Advice Service at other regional University Student Unions. With your explicit consent we can refer you to one of these services under a reciprocal Conflict of Interest Service Level Agreement with that partner University. With your consent for referral, only your name, student ID and an email address of your choice will be shared with the partner Advice Service. They will then contact you with their respective booking process.

5 REFUSAL/LIMITATIONS/WITHDRAWAL OF SERVICE

- a) If assisting in your chosen course of action would cause conflict with the Service, NUSU policies and guidelines or with the law, then the Adviser concerned should:
- decline to follow it;

- explain to you why; and
 - suggest alternative courses of action, and where possible provide alternative sources of advice/assistance to which you might turn.
- b) The Service may limit assistance to advice only if the Adviser believes, to follow the course of action preferred by you, would prove counter-productive to your interests. We may withdraw our service to you if the Adviser believes the course of action preferred by you would bring the Adviser, the Service or NUSU into disrepute. Such decisions should be discussed with the NUSU DMS if you are dissatisfied with the explanation given. If we need to withdraw Service from you, you will be notified and this information recorded.
- c) The Service reserves the right (subject to confirmation by the NUSU DMS) to withdraw from your case if:
- the Service finds that you have deliberately lied on material issues (thus potentially compromising the reputation and standing of both the Adviser and the Service);
 - you become offensive, abusive or violent to the Adviser;
 - you attempt to involve the Adviser in immoral or illegal pursuits;
 - you persistently, and without good cause, fail to keep appointments or in other ways waste the Adviser's time, such as by continually seeking advice but never acting on it;
 - you are already being advised by another agency on the same matter and therefore has access to an Advice resource and it is believed to be counterproductive networking between the agencies;
 - you become overly demanding and insistent on being dealt with on your own terms instead of those of the Adviser; or
 - staff members of the Service consider you to be under the influence of any form of drugs or alcohol during an appointment.

6 YOUR RESPONSIBILITIES

You have certain responsibilities, notably:

- a) to treat the Service staff with respect and refrain from violence, intimidation or abuse.;
- b) to retain control of your own cases and be proactive in bringing about a resolution (see section 2.2);

- c) to not knowingly deceive an Adviser or withhold relevant information in such a way as to compromise the advice or assistance being sought;
- d) not to deliberately involve Advisers in any unethical or illegal activity (as opposed to seeking their advice about illegal acts already committed by you, which is perfectly acceptable);
- e) to inform us in advance of your need to cancel or postpone a pre-arranged appointment;
- f) to inform us if you are also consulting others (in particular another Service Adviser, University staff, solicitor, other advice agency) on the same issue;
- g) to inform us of any decision to drop, or change your position on, a matter being pursued by the Service; and
- h) to inform us of any relevant change in your circumstances, contact details, or other personal data;

You accept that by not complying with these obligations you risk the limitation or withdrawal of Service (see section 5).

7 ACCESS TO YOUR FILES

- a) You have the right to see any personal data we hold about you, whether held on paper or electronically, and to obtain a copy. The Service will respond to a data subject access request (**DSAR**) in less than one month, starting from the date the DSAR is received, unless the Service requires more information from you. The [Service Privacy Policy](#) covers your access and erasure in more detail.
- b) Student unions are not public authorities and are therefore not subject to the Freedom of Information Act 2000.
- c) There may be instances when a third party may access to your records (e.g. NUSU solicitors and insurers or in the case of your bankruptcy) and in some cases we may seek your written consent. Details of which documents were supplied to whom and why, including your written consent (if required), will be kept on the case record. Please see section 8 for more information.
- d) The Service must seek your written consent before transferring copies of case records to another advice organisation. The originals will be retained by the Service (see section 8).

8 CONFIDENTIALITY

The Service is committed to providing a confidential service to its users and adheres to the Advice UK criteria for maintaining confidentiality.

Nothing learned during the course of dealing with you (including the fact that an enquiry has

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been made) will be passed to or shared with anyone outside the Service without your written consent or by exception (see section 8.3).

The Service's commitment to confidentiality applies to all of the confidential information held by the Service about you. Please note, confidential information is likely to include personal data and therefore sharing confidential information is likely to involve the disclosure of personal data. It is important that you understand and always bear in mind the difference between personal data and confidential information, and that there are instances where the Service is entitled or required to disclose your personal data. Please see the [Service Privacy Policy](#) for more information about your personal data and the disclosure of it by the Service.

The [Service Privacy Policy](#) also explains your rights in regard to the Service's use of your personal data.

8.1 Protecting confidentiality

To ensure users confidence in the principle of confidentiality, it is vital that the Service maintains this standard across all aspects of the Services we provide and manage.

- All appointment interviews are to be held in visual and aural privacy.
- You are not required to state the nature of your enquiry in front of others.
- All documents and records will be held securely (see the [Service Privacy Policy](#)).
- Service staff will not discuss your case with staff outside of the Service.
- Referrals are made only with your knowledge and consent.

The Service will hold your case records confidentially within the CMS. More information can be found on this in the [Service Privacy Policy](#).

Advisers are offered supervision where they may need to discuss the nature of some anonymised cases. The external supervisors are trained professional counsellors registered with BACP and are covered by their own professional confidential principles and codes of conduct. The Service should not disclose your personal data in this instance but may discuss aspects of your case under these circumstances.

You may give your written consent to your confidential information being given to a third party. Further, there are circumstances in which the Service cannot be held to its principle of confidentiality and a disclosure of confidential information or personal data without your consent may be appropriate.

Whilst it may be frustrating for parents/guardians/members of academic staff/other University staff, the Service cannot divulge information regarding your case to anyone without your written consent. The Service cannot acknowledge whether you are using the Service or not and will advise the third party discuss it with you first and ask you to contact the Service and give your written consent to discuss.

A third party can attend your appointment with your written consent; however, this can be in a supporting capacity only. The Service will use means to verify that you are willing for that person to attend. The dialogue and advice will be directed at you, not the other person. The Service will not discuss your case with a third party in your absence unless with your prior written consent.

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All Advisers, management and administrative staff, volunteers, clinic personnel and relevant executive committee officers and anyone else offering Services as part of the Service have signed a Data Protection and Confidentiality Agreement to which they are obligated without exception, unless specifically subjected to court subpoena. The NUSU CEO, NUSU DDC and NUSU DMS have also signed the Data Protection and Confidentiality Agreement and will only be provided with summarised case information about you by exception. Any person, having signed the Data Protection and Confidentiality Agreement, who then breaches it is subject to NUSU disciplinary procedures. Only Service staff have access to your case records. On rare occasions these may have to be discussed with the senior staff mentioned above. You should be informed from the outset about these Service Standards and policies concerning this.

8.2 Booking and enquiries

Due to our physical resource the Service is unable to offer absolute anonymity and confidentiality for in person enquiries at the reception desk and therefore we strongly recommend you use the [online booking form](#).

Where in-person enquiries are necessary it will require the staff member to ask some limited questions as to the nature of the problem to ascertain who might be the most suitable Adviser for you to have an appointment with. You can ask the front of house staff to speak in private if you feel the environment is too public or you uncomfortable.

8.3 Contacting you

We will ask you which is your preferred means of contact (landline, email or mobile) on the initial booking form. We will not make any reference to the Service to third parties when attempting to make telephone contact with you and landline voicemails will only be left after having checked with you that this is acceptable. We will leave voicemails on your mobile phone when this has been provided. You will be issued a unique case reference number or group number which will be used in the subject heading of an email and not details of the case.

None of your personal information will be placed on any social media or public online platform without your prior written or verbal consent.

You will not be directly contacted via SMS message without your prior consent.

8.4 Disclosure of personal data

We may be required to make a disclosure of personal data in certain circumstances, including but not limited to when:

- you or someone else is in danger and safety is the overriding consideration;
- the reputation of the Service, or its staff, is at risk;
- disclosure of information is required by law;
- a complaint is made by the you; or
- an insurance claim needs to be settled.

Personal data is information relating to natural living person who can be identified or who are identifiable, directly from the information in question; or who can be indirectly identified from that information in combination with other information. The personal data may also include special categories of personal data or criminal conviction and offences data. These are considered to be more sensitive, and the Service may only process them in more limited circumstances. Find more information on personal data on the [ICO website](#) and the way in which the Service collects and processes personal data in the [Service Privacy Policy](#).

A decision to disclose personal data will always be taken very seriously and will not be actioned without written consent from a Senior Adviser Manager.

The Service is a department within NUSU and therefore cannot advise or represent anyone

against NUSU. In these circumstances we are limited to providing information about how to make a complaint using the [NUSU Complaints Procedure](#). The NUSU complaint handlers and NUSU DDC have signed a Data Protection and Confidentiality Agreement and can only be provided with information about a you by exception if the complaint is about the Service you have received. Only the Service staff have access to your records.

Occasionally conflicts of interest occur. If you are told that you cannot access the Service due to a conflict of interest, you may deduce who is already using the Service in respect of the case (see section 4).

8.5 Under 18's

The Service does not provide information or advice to children but on occasions may be approached by a young person under the age of 18.

If you are under the age of 18, you have the same right to confidentiality as any other Client and any proposed need to disclose data or information is subject to the normal procedures and in line with the [Service Privacy Policy](#). This applies even with regard to parental enquiries. The Service is compliant with the [NUSU Policy for the Safeguarding of Children and Adults at Risk](#).

8.6 Transferring case records to another advice organisation

We will seek written consent from you before transferring copies of your case records to another advice organisation. The originals will be retained by the Service and details of which documents were supplied to whom and why, will be kept on the case record.

8.7 Breach of confidentiality

If you feel worried about any aspect of confidentiality, then you are encouraged to talk to your Adviser about the matter prior to appointment. However, in order to proceed as a Client, the Service is required to hold certain information and personal data about you. The Service cannot deal with you anonymously

If you feel we have breached your confidentiality, please bring this to our attention. Any data breach will be dealt with in accordance with our [Service Privacy Policy](#).

If a member of staff discloses your personal data accidentally, the Service may be required to report this to the ICO within 72-hours of becoming aware of it. This process will be managed by the NUSU DDC.

9 SECURITY OF YOUR CASE RECORDS AND YOUR DOCUMENTS

- a) In the course of its business the Service uses a variety of methods to collect, store and manage information and personal data. The [Service Privacy Policy](#) covers in detail all the methods the Service uses. In order to access the services, you will be asked for personal data to verify your entitlement to access the service and to arrange an appointment.

- b) The booking form containing the majority of your personal data is uploaded to your file on the CMS. Wherever possible any case documents are uploaded to the CMS. Manual documents are only held where it is not possible to hold an electronic copy.
- c) An electronic appointment booking form submitted via web form is received by the Service general email account and stored in Outlook and the CMS.
- d) Copies of original documents are kept in a lockable filing cabinet and no original documents will be held by the Service on your behalf.
- e) If a physical appointment booking form is created off site (at outreach clinics/sites), this will be scanned and disposed of at the outreach clinic/site where possible and in the event it is not it should be returned to the main campus immediately.
- f) The express consent of a Senior Adviser Manager must be provided before your case records and case notes may be removed from the Service premises.
- g) If staff are working at home, they must ensure a risk assessment is regularly reviewed with a Senior Adviser Manager and adhere to the current NUSU Working from Home Policy.
- h) NUSU is the overall data controller including data held by the Service. The NUSU DDC can be granted access your data where necessary by exception. More information about what data the Service collects and how and why it is processed can be found in the [Service Privacy Policy](#).
- i) As per the [Service Privacy Policy](#) the SAC keeps records for 6 years. Under civil legal action, court cases can be brought before the courts up to a 6-year limit. Should you wish to take/defend legal action in respect of the case or advice given, the case records are retained for these purposes as well as for our insurance requirements.

10 STUDENT VOLUNTEERS

The Service on occasion recruits student volunteers. These volunteers compliment the Service by assisting in a variety of tasks including but not limited to administration and front of house duties. They will be handling your data on the booking form. They have access to the Service email inbox and Service calendar only which can include any documents you might send by email or booking form, when covering reception but they do not have access to the CMS with case details. From time to time, they may also be asked to attend team meetings.

Whilst the Service has adopted barriers to volunteers getting access to the case information, whilst present and working with the Service they may occasionally see/hear information about your case. All student volunteers sign a Data Protection and Confidentiality Agreement. Any student volunteer who breaches the Data Protection and Confidentiality Agreement will be subject to the NUSU's disciplinary procedures (see section 2.6).

11 FACILITATED DISCUSSION

Where groups are in dispute, they may approach the Service to request a facilitated discussion as an aid to resolution. Departments or external parties cannot arrange this on behalf of you.

12 EVALUATION

It is in the interests of all parties that the Service should be able to gauge the effectiveness of the Service provided, including the advice received and the manner in which it was delivered; the literature and information available; the helpfulness of admin and reception and the suitability of the waiting area. To this end you are invited to make suggestions, comments and/or complaints about any aspect of the Service, anonymously and confidentially if you wish.

Upon closure of a case, you will be sent an evaluation email containing a link to the electronic evaluation form. This same link is included on the signature of all Service staff and on the Service web pages. Anyone presenting to the Service in person wishing to provide us with feedback will be directed to [this webpage](#). Anyone wishing to make a complaint should follow the [NUSU Complaints Procedure](#).

13 COMPLAINTS PROCEDURE

If you have a complaint about any aspect of the Service, or about any member of the Service staff, you can make it known formally, in person to:

- the Service Senior Adviser Managers; or
- the NUSU DMS.

If the matter is not resolved at this level the complaint should follow the [NUSU Complaints Procedure](#), a hardcopy of which is available from NUSU's admin office.

14 EQUAL OPPORTUNITIES AND RESPECT

- a) Service staff and you are bound by the [NUSU Equal Opportunities Policy](#), and by its complaints, disciplinary and grievance procedures. All parties are expected to conduct themselves respectfully.
- b) The Service additionally requests that you do not use offensive language or behaviour in the course of interviews or Service usage and dress in a manner unlikely to cause offence.
- c) Failure to comply with this requirement may entail:
 - in the case of you or visitors: refusal of Service, a request to leave the appointment/or the offices and possible disciplinary action where relevant; or

- in the case of staff: the disciplinary procedure may be implemented.

15 COMPLIMENTARY POLICIES

The Service operates within all NUSU's policies but has particular reference to the policies below. These can be found on either the wider [NUSU website under the A-Z Library of Public Documents](#) or can be provided on request:

- Service Privacy Policy
- NUSU Equal Opportunity Policy
- [NUSU Policy for the Safeguarding of Children and Adults at Risk](#).
- NUSU Inclusivity Policy
- NUSU Sexual Harassment Policy
- NUSU Sexual Misconduct Policy
- NUSU Transgender Policy
- NUSU Complaints Procedure

16 MARKETING STANDARDS

- a) No offensive or commercial content will feature on any the Services marketing material.
- b) Service promotional material may be displayed on NUSU's premises and on campus with permission of the University and associated departments.
- c) The SAC may ask you to participate in promotional activity of the Service and with express consent ask for photographs/videos to be used on literature, social media and digital marketing. NUSU has signage throughout the building indicating photography or filming may take place. This activity is not permitted in the SAC Service whilst you are present.
- d) The Service will ask you on initial contact with the Service if you consent to your case being used for promotional/PR purposes. This is not a blanket consent and in the event a case was useful for this purpose the Service will check again with you before doing so.