



University Regulations & Meetings - The Student and Adviser's Role

Finding your way through the University Regulations and attending meetings can be challenging and stressful.

The Advice Centre can help students through the procedures of the University, as well as support you in formal meetings.

To help you understand how we can help we have produced the following guide. This guide outlines the role and responsibilities of the Student Adviser and the student. While not an exhaustive list, it sets out how a student and adviser can best work together.

Before the University meeting:

The responsibility of the student:

- To ensure they have read and followed the instructions from the supporting email where it had been sent in advance of the appointment
- To provide a full and honest account of the issue/s
- Provide the Student Adviser with the background and relevant documentation/evidence prior to feedback on paperwork
- Clarify the outcome they are seeking where necessary
- To listen to (and reflect on) the advice provided
- Send draft forms with reasonable time for Adviser to be able to provide feedback prior to deadlines
- Draft a personal statement within reasonable timescales

Student Adviser's role:

- To listen to the student's concerns
- To explain the University procedures and clarify the processes
- Help the student reflect on realistic outcomes
- To provide feedback on what is likely to be helpful or unhelpful in supporting their case
- When timescales allow: to offer feedback on draft forms (when the Student Adviser is familiar with the case)
- To provide guidance and feedback on a Student Statement within reasonable timescales

At the University meeting:



Support Advice Centre

The role of a Student Adviser accompanying the student is, rather than to provide formal representation, to offer support and advice to the student. This means, the Adviser would not present the case on behalf of the student.

The responsibility of the student:

- Attend any agreed pre-brief and know where the meeting is being held
- Bring all relevant documentation (including Student Statement)
- To read their prepared Student Statement
- Answer questions from the reviewer / investigator
- Consult with the Adviser when unclear or unsure of response to a question

Student Adviser's role:

- If the student is emotional, or specifically requests it, to read the statement on their behalf
- To support the student by clarifying agreed points not covered during the pre-brief
- To ensure that meeting is held in accordance with the Regulations

Please note, the Advice Centre Advisers cannot support a student at a hearing without first having an appointment with them to discuss their case.

For further information, please refer to the Advice Centre's Charter or contact the Advice Centre on advice@susu.org.