

Enquiry allocation.

The Advice Centre has four advisers who specialise in certain areas;

Ash Hunt – housing, academic, finance (exc. debt)

Nicola White – housing, academic, finance (exc. debt)

Sarah Fergusson – housing, academic and finance (exc. debt)

Michelle Fisher – housing, academic, finance (inc. debt)

When a student contacts reception they will be asked for a brief description of their concern. Our receptionist will then allocate a case to an adviser based on 2 factors;

-specialism (see above)

-availability

Availability will be based on The Advice Centre calendar and advisers are expected to make sure they allow time for case management and client feedback and keep both their individual and The Advice Centre calendar updated. Our receptionist will book appointments on a first come, first serve basis using The Advice Centre calendar unless it is an ongoing case with a specific adviser. In this instance, the first available space with that adviser will be allocated.

If a student requests support from a certain gender, we will try to accommodate this.

In certain exception circumstances, a change of adviser may be necessary. Please see [The Advice Centre charter](#)

We may also decide that your case would benefit from having the expertise of 2 advisers. In this situation, the earliest available appointment with both advisers will be offered to the student.