

Student Advice & Individual Representation Service Standards

What you can expect from us

Independent

The service offers free, independent, and confidential advice to all Open University students. The Association is its own charitable organisation and the advice offered from the service is independent of external parties.

Informative and empowered

The advice offered will be informative and will allow the student to make their own decision about the best way forward. Advisors will not make decisions on behalf of the student but will explore options and provide the information needed for the student on their case. The ultimate responsibility of the case remains with the student.

Open and non-judgemental

All cases will be considered regardless of the student's situation and only questions relevant to the case will be asked.

Confidentiality

Information shared by the student will be treated with the strictest confidentiality. An advisor may share information with another member of staff within the service, but information will not be shared with a third party outside the service without the student's consent. Exceptions will be made if the student is at risk of harming themselves or others.

What we expect from you

Responsibility

The case will remain the student's responsibility. This includes all decisions, submitting of evidence and the writing of appeals and forms within timeframes set by the University.

Respect

All students are expected to treat members of staff with respect. The service will be withdrawn at any point if the student does not act in a respectful manner.

Communication

It is the student's responsibility to keep advisors up to date with communication from the University.

Data protection

For information about how we collect, use, and protect your data, please see our [Privacy Policy](#).