



University of Brighton

Student Services

Statement of Service

Putting students at the heart of everything we do

We provide services that enable students to maximise their learning and personal development to enable a positive transition into employment, self-employment and/or further study.

We aim to be student-centred in everything we do. We follow the principles of **customer service excellence** – we consult with our customers (students and employers) about the support they need, and we use their feedback on our performance to make improvements.

In addition we aim to empower our students to do their best, find creative solutions to help students manage their learning, apply sound judgement in respect of student concerns, use the right professional/personal touch when it matters most, and focus on positive outcomes for students.

Our services

Student Services provide information, advice, counselling and guidance to students, staff and stakeholders. Our services are delivered by staff who are trained and competent to nationally recognised standards.

We aim to provide timely and accessible support to all students who are studying at the University of Brighton or at one of its partner colleges. Our intention is to offer inclusive services of a high standard, which recognise diversity and are committed to accommodating the differing needs of students.

We will do this by:

- providing a friendly service, showing respect and sensitivity to your needs
- offering a safe, tidy and comfortable environment with accessible Student Centres
- treating you fairly - demonstrating our commitment to equality and diversity
- dealing with your requests and enquiries accurately, promptly and efficiently
- aiming to always see you on time when you have an appointment, and if we can't we will let you know why
- respecting your confidentiality
- trying to answer your enquiry at the first point of contact. When this is not possible, we will make effective referrals to other teams or departments
- providing clear and accurate information through web, email, written, telephone and face-to-face communication
- providing excellent specialist support through our staff who will be professionally qualified, helpful and polite. We are committed to continuing to develop our teams' expertise and skills.
- working to establish service standards and monitor our performance through your feedback

Confidentiality

Our services are confidential within Student Servicesⁱ. Client information will only be disclosed outside of the team, in exceptional circumstances and ideally with consent from you, the studentⁱⁱ. Staff will discuss this with you when you access the service.

Information should only normally be disclosed where:

- the individual to whom the information relates has consented
 - disclosure is necessary to safeguard the individual or others
 - where there is a legal duty to do so, such as a court order
 - where there is a duty in respect of concern about child safety, students who are under 18 (with reference to the [University Safeguarding Policy](#)) or vulnerable adult.
- or
- *Prevent* - a duty on public bodies to have “due regard to the need to prevent people from being drawn into terrorism”.

Any disclosure of a client’s information will be done with discretion and on a ‘need to know’ basis.

ⁱ Student Services is a central professional department within the University of Brighton. In order to enhance the service we offer to students we are increasingly working with other teams – for example student centres are staffed by both Student Services and Academic Services, and some SSGTS have a dual role within Academic Schools. This means that some enquiries are visible to staff outside of Student Services. Where this happens we ensure that only trained staff who need access in order to do their job, have such access.

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This does not cover students speaking to a University Chaplain where confessional privilege, applies.

Counselling Service: The intention of counselling is to provide a confidential space for students to explore issues and problems that are having an impact upon their lives. There is no intention for student information collected by counsellors to be shared outside of the service. If there is a reason for a counsellor to use information in the production of reports or to use in relation to mitigating circumstances you would be asked to offer permission. Disclosure of information without consent will only relate to the circumstances listed on page 1. Our counsellors adhere to the British Association for Counselling and Psychotherapy Ethical Framework for Good Practice in Counselling and Psychotherapy, as well as codes set out by other professional bodies. For more information, visit: www.bacp.co.uk/ethical_framework. Students accessing Disability and Dyslexia will also be asked sign a consent form authorising the sharing of information to appropriate teaching staff and other external agencies (such as funding bodies, Needs Assessment Centres, etc.). This is essential to ensure that student support can be put in place to assist the student’s learning. This will be explained as part of the first appointment.

Record Keeping

In order to deliver our service and to support you, we will keep written and/or electronic records. These will be stored securely within the service. These may also be used for monitoring and statistical purposes, personal/identifying features within the data will be removed should there be a need to publish data outside the department. We will destroy all records after the agreed time period for our services (this may vary depending on the specialism concerned).

On occasion and with permission from you we may contact a third party, we would discuss the purpose and nature/content of any such correspondence with you and where possible, a copy of such correspondence will be made available to you.

Access to your notes

Under the Data Protection Act, clients have the right to access their notes. Application to see or copy any notes should be directed to the service manager or the Director of Student Services (contact via StudentServicesAdminMCB@brighton.ac.uk). You must provide identification and a member of staff will be present to discuss any issues arising. If you require a copy of any notes, an administrative charge may be levied. Separate consent may be required if your notes contain information from third parties, and or information concerning other individuals) correspondence will be made available to you.

Supervision and training

In line with professional practice and as part of ongoing professional development, staff may discuss cases or sessions with supervisors or managers. The purpose of this is to help the staff member reflect on their work and is very much to the benefit of the students.

In the case of trainees working in the department, material from work with students may be used as a case study or as part of course work.

This material would be anonymous, with any identifying details removed or disguised. Access to such material would be limited and handled in a confidential manner.

Our commitment to you

We recognise that coming to see us can be a big step and we aim to provide available and accessible support to all students who are studying at the University of Brighton or at one of its partner colleges.

Our intention is to offer inclusive services of a high standard, which recognise diversity and are committed to accommodating the differing needs of students.

For full details of the university's equality and diversity commitments, see www.brighton.ac.uk/equality

Our departmental standards

We aim to ensure that the information we hold is accurate, accessible, up-to-date and relevant to your needs:

- We will aim to contact you in relation to your enquiry within three working days. If there is a waiting list for an appointment we will inform you of the time to wait and offer you an alternative site if possible.
- We contact clients via email, telephone, letter and text. If you let us know how your preferences we will do our best to communicate with you in this way.
- Through the use of external agencies, we will ensure that information is available in alternative formats (including braille, audio recording and large print). Where a student requires assistance to access information, for example, a communicator for deaf students or enlarging text for the visually impaired, staff within the service will organise this.
- If we have to cancel an appointment, we will let you know as soon as possible and look to arrange another appointment with an available advisor as soon as possible. We would usually inform students of cancellations by phone and email and if we need to leave a message we will be discreet in case the message could be overheard.
- You will be told about further specialist help and where it can be obtained when necessary.

Help us to help you:

- Inform us prior to your visit of any assistance/support you may require accessing our services.
- Keep any appointments you make and arrive on time.
- If you are unable to attend an appointment it is essential that you inform us as soon as possible (preferably with a minimum of 24 hours' notice), this enables us to offer the appointment to others who are waiting to be seen
- Keep your contact details up to date via student central and do check your uni email address regularly.
- Treat our staff with the same respect they show you.

Information about the support available from the university and full contact details can be found at www.brighton.ac.uk/current-students

Feedback and complaints

We value feedback about your experiences of our services so let us know what you think. 'How are we doing?' forms are available at our reception points.

You can also email studentservices@brighton.ac.uk at any time. All comments are reviewed on receipt and improvements are made as necessary.

If you are not happy with the service you receive and you want to speak to someone directly, there are a number of different ways you can tell us, you can either:

- Speak to a member of staff and they will try to put things right immediately. If this is not possible your concerns can be recorded and passed onto the service manager.
- Contact the service manager or Director of Student Services – contact them via studentservicesadminMCB@brighton.ac.uk
- Complete a feedback form, let us know via your NSS or BSS response.
- If you wish to make a formal complaint, please refer to the Complaints Procedure which can be found in The University of Brighton Student Contract.

GDPR Data Protection:

The University is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

Data Controller

The Data Controller is University of Brighton, Mithras House, Lewes Road. If you would like information about how the University uses your personal data please contact dataprotection@brighton.ac.uk, 01273 642010

Data Protection Officer

The Data Protection Officer is responsible for advising the University on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer: Rachel Page, Head of Data Compliance and Records Management, 01273 642010, dataprotection@brighton.ac.uk