

Student Advice

About us

Each campus has an Advice Zone. Our aim is to provide you with support at a time when you may be experiencing difficulties which could be personal or academic and affect your ability to remain engaged with your studies so that you can achieve your goals.

We offer a friendly and non-judgemental service, where you can talk openly in a confidential environment. We can help you identify specific issues and work with you to find a resolution including guiding you towards any specialist support you may need.

You'll meet with Student Advisors who are welcoming and experienced; they won't make decisions for you, but will provide you with accurate information, so you can make an informed choice or decision.

You'll get the best advice possible from Student Advisors who operate within the University's and Faculty's regulatory and procedural framework.

We frequently support students with issues such as:

- Academic Issues i.e. understanding the assessment rules, changing modules / awards, attendance problems etc.
- Current Studies and progression
- Extenuating circumstances
- Personal/welfare issues
- Suspending/withdrawing or transferring from your course
- Appeals
- Repeating your year/referrals

So, no matter how straightforward your question may be or if your situation is quite complex make the Advice Zone your first port of call. Quite often students will not come forward at the time they need help and there's a knock on effect to their studies...make sure you're not one of these as help is always on hand.

Confidentiality

We understand that some of the issues you may seek help with will be incredibly sensitive and believe you have a right to discuss these in a confidential trusting environment. As an autonomous adult we will not relay any details of the discussion with your parents or other family members unless we receive your written consent to do so. However, where necessary, information may exceptionally be shared when Advisers feel they need to breach confidentiality.

This could be:

- When disclosure is required by law, such as a crime having been committed.
- When it is felt there is immediate and serious concern to your personal safety.
- Your mental health and wellbeing is of serious concern.
- You present as a risk to the safety of others.

It's important for you to remember that no matter what the circumstances are your Academic Tutors and Student Advisers are there to help and support you. You first have to come forward and access the support services in order for help to be provided.

Disclosure

We want to ensure you receive support during your studies, but understand there is no duty on you to disclose a disability or learning difficulty. However, if we think there is an issue we can ask you, but please bear in mind this is only because we want to ensure you have access to help and support.