

THE ADVICE HUB

Independent and confidential advice service for Strathclyde students delivered by professional advisers who can support students on matters relating to study and University life, housing, and funding and finance.



WHAT WE DO

We advise prospective and current University of Strathclyde undergraduate, postgraduate taught, and postgraduate research students. We may also advise completed students if they are involved in an ongoing process such as an appeal or complaint. Our focus is on empowering students to resolve their own challenges and advocating for them as required and appropriate.

THE ADVICE WE GIVE

Our advisers provide non-judgmental, tailored advice to students and have extensive knowledge on topics such as housing legislation, university policies, and funding and finance. Our advisers regularly attend training and conferences to keep their knowledge up to date. Our advisers have access to second-tier advice support to help with complex casework.

CONFIDENTIALITY AND IMPARTIALITY

We have a confidentiality policy so that students can be reassured that we don't share any information without their permission. We have a 'client agreement' form which they can sign which then allows us to share information on their behalf. As we are part of the Students' Union rather than the University, we can act impartially and support students who require or want independent advice.

WHAT WE CAN HELP WITH

FUNDING AND FINANCE

UK funding bodies (e.g. SAAS), University hardship funds, Discretionary and Childcare Fund, emergency loans, grants, budgeting and bills, council tax, discounts, cost of living, stipends, banks, fee assessment, energy complaints, and Scottish Adult Disability Payment applications.

ACADEMIC MATTERS

Academic appeals, complaints, academic and non-academic misconduct, Fitness to Practise, extensions, academic support and signposting, Personal Circumstances, academic policies, feedback, industrial action, registrations, PhD supervision, course and institution transfers, voluntary suspension, academic suspension and withdrawals.

HOUSING

Guarantors, checking tenancy agreements, finding accommodation, finding flatmates, flatmate issues, ending tenancies, evictions, deposits, rent arrears, emergency accommodation, letting agent issues, neighbour issues, private halls, repairs, rent, homelessness and first tier tribunal cases.

OTHER

Accessing mental health support or University services, advice on Union policies and procedures, gender based violence reporting and signposting, police reporting, fraud, consumer complaints, wellbeing signposting, and help using Report and Support.

WHO WE ARE



Holly Shaw
Advice Manager



Willow Riddell
Adviser (Generalist)



Erin Ross
Adviser (Generalist)



Jodie Waite
Adviser (Housing and Student Funding and Finance)

THINGS TO KNOW

APPOINTMENT BOOKING

We prioritise urgent cases and aim to respond to all queries within 5 working days, but we don't offer an emergency drop-in service. Students are required to schedule an appointment preferably via our online enquiry form to ensure they receive the time and support they need.

MENTAL HEALTH SUPPORT

We can provide practical advice in the areas of academic matters, finance and housing. For any mental health support required arising from these challenges, we'll connect students with the University's Disability and Wellbeing service or relevant external agencies, but we are not able to provide crisis intervention support to students.

HOUSING ADVICE

We're here to advise students on housing options, how to search for accommodation, and tenancy rights but cannot directly provide accommodation to them.

VISA AND IMMIGRATION ADVICE

We are not licensed to provide immigration advice to students. For any visa or immigration questions, students should reach out to the International Student Support Team.

REFERRING STUDENTS TO US

- Students can book an appointment with us by completing our online booking form at: strathunion.com/support. We offer appointments in person from the Advice Hub in the Learning & Teaching Building, via Zoom or Teams, or by phone to UK phone numbers.
- Students can also email us for an appointment or to ask a question (which can often be a faster way for them to get answers to quick, simple enquiries!) at strathunion.advice@strath.ac.uk.
- Our website also has lots of great information which can be a useful guide for students looking for somewhere to start!
- If a student needs help connecting with us, you can support them by filling out an appointment form on their behalf or emailing us with the student copied in. This allows us to confirm that they wish to use the service and offer advice directly.
- We're happy to speak to staff to offer general guidance on a student issue, for example regarding a policy or procedure and how it may impact students, or where a student can access specialist support for something, but cannot offer advice on a specific student case without confirming with them that they are happy for us to do this.

GET IN TOUCH



STRATHUNION.ADVICE@STRATH.AC.UK



STRATH UNION, LEVEL 1, LEARNING AND TEACHING BUILDING



WWW.STRATHUNION.COM/SUPPORT



IF YOU HAVE A QUICK QUERY ABOUT OUR SERVICE, FEEL FREE TO DROP ANY OF US A MESSAGE ON TEAMS AND WE'LL GET BACK TO YOU AS SOON AS POSSIBLE.

WE PRIORITISE URGENT AND SERIOUS CASES BUT LESS URGENT CASES CAN TAKE UP TO 5 WORKING DAYS FOR A RESPONSE.