

# STUDENT ADVICE

## Statement of Service

The Student Advice team offers specialist professional advice and information. This statement outlines the support that we provide to assist students and the areas covered. The service is available to prospective and current students of the University of Westminster. Prospective students must have accepted an offer to study on a course at the University although we will give general assistance to other prospective students. University staff are also welcome to consult us for advice about students.

### Student Advice Service

The Student Advice team works within Student and Academic Services. The Student Advice team is made up of the following staff:

- Student Advice and Funding Manager
- Senior Student Adviser
- Student Advisers (x3)
- International Student Adviser (x2)
- International Visa Adviser

### What Advice and Information can the Advisers provide?

#### For all students:

Once you have accepted an offer of a place at the University of Westminster, we can advise you on:

- Immigration, visa advice and support for international students (please see separate Statement of Service)
- Your Student Finance entitlement for full or part time study.
- How any previous study will affect your entitlement
- Dependent and childcare grant entitlement
- Tuition Fee loans and Student Finance for EU students
- Social security benefits for students who are parents, have a disability, are studying part time and/or are leaving their course
- Funding possibilities for postgraduate study
- Tuition Fee status: whether you will be eligible to pay 'Home' fees
- Budgeting and money management advice
- Council tax liability
- Income tax and National Insurance
- Advice and support for care leavers, students who are caring for another person and students who are estranged from their parents
- Practical information and support on living in the UK for international students
- Residence information for EU nationals and their family members
- Support and advice for all vulnerable student groups including refugee and asylum seekers



We provide individual advice on your circumstances and liaison and advocacy as necessary with external organisations such as UKVI, Student Finance England, the DWP and Job Centre Plus or Local Benefit offices as well as internal departments such as Admissions, Registry, Finance Offices, Visa Compliance, and other teams within Student Academic Services.

### For current students

In addition to the areas outlined above, we can advise you on:

- The Student Finance and fee implications of transferring, suspending, or withdrawing from your course.
- Student Finance if you need to repeat a year of study
- Tuition fee liability and payment problems
- Fee status: whether your fee status can change during your course
- Student Finance for sandwich years or study abroad

### For students who have completed studies

We will continue to help if you have an ongoing issue relating to your studies at the University. Otherwise, we will give you information on where else to get help.

### What can you expect from our service?

- Our advisers are trained professionals who work within a Code of Ethics
- Advice is free of charge, non-judgmental and without discrimination.
- Advisers will explain if there is a potential conflict of interest, and you will be given sufficient time to consider whether you wish to seek external immigration advice
- Information about you will be treated as confidential. Please also see our Confidentiality Policy, Record Keeping and Data Protection statement.

The University policy on data protection guidance for students can be found [here](#)

### How to use the service:

You can find details of our Service provision on the [Student Hub](#)

### What you can expect from us

- To be assisted at the earliest opportunity and to be treated in a considerate, courteous and non-judgmental way



- To receive accurate and up-to-date information and advice on about your case and to be informed promptly of any developments
- To be informed of sources of specialist help outside the University where we are unable to assist you with your query, and for cases outside our level of competency.

## What do we expect from you?

- If an appointment is made, you will do your best to keep it and to be on time.
- To let us know as soon as possible if you are unable to keep your appointment by cancelling on Engage, or contacting the [Student Centre](#)
- To provide us with all the information/documents we request in order for us to provide you with the appropriate advice and information for your needs.
- To inform us as soon as possible of any change of circumstances relating to your case

## Additional information for Money Management advice

We can:

- Check that you are receiving your correct entitlement to student finance and any benefits (if appropriate) and that your income is maximised
- Help you draw up a realistic budget taking all your circumstances into account
- Advise you on areas of expenditure which you could consider reducing
- Advise you on which debts to prioritise
- Refer you to an appropriate, free debt advice service
- Help you understand the debt advice
- Treat all the information you give us confidentially and not take any action without your permission
- Confirm in writing the advice we give you

## We require you to:

- Tell us about all your existing debts
- Give us accurate information about your income
- Tell us about any additional concerns you have
- Tell us of any changes to your income and expenditure
- Keep your appointments and be punctual



## Further sources of Information available to students

Please check our [website](#) for information, or for general information: [www.gov.uk](http://www.gov.uk)

## How can you help us improve our service?

- We welcome your suggestions for improvements and would like you to let us know what you think of our service. In the first instance please contact the [Student Centre](#)
- We hope you will be happy with our service, but should you have any issues of concern, please contact the Student Funding and Advice manager in the first instance via the [Student Centre](#)
- If you have a complaint which cannot be resolved by the manager, you can follow the University Complaints procedure [here](#)

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