

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 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 Advisers (x1)
- International Visa Adviser (x1)

What Advice and Information can the Advisers provide?

For prospective students:

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

- Your Student Finance entitlement for full or part time study.
- How any previous study will affect your entitlement
- Dependant and childcare grant entitlement
- 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
- 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
- Immigration and visa advice for international students (please see separate Statement of Service)
- Residence information for EU nationals and their family members

We provide individual advice on your circumstances and liaison and advocacy as necessary with external organisations such as Student Finance England, the DWP and local benefit offices as well as internal departments such as Admissions, Registry, Finance Offices, Tier 4 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
- Support for international students on adjusting to life in the UK and making the most of your time here.

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.
- 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:

Our office hours are 9.30am to 5.00pm Monday to Friday throughout the year.

- Telephone: +44(0)20 7911 5000 ext. 66080
- Email: studentadvice@westminster.ac.uk
- [Student Hub](#)

For urgent cases, e.g. if your visa application has been refused or rejected, please telephone us straight away. The Duty Adviser will be able to help you.

- You can phone for telephone advice between 10 am and 3pm Mon Tues, Thurs, Fri and 12pm – 3pm Weds, 020 7911 5000 ext 66080
- In person appointments: Student Advice, 1st Floor, 101 New Cavendish Street, W1W 6XH or POD 2, Ground Floor Library, Harrow Site

If your query is not urgent:

- You can email us for advice, studentadvice@westminster.ac.uk
- If your query is more complex you will be asked to book an appointment.
- At busy times of year there may be a longer wait to see or speak to an adviser. However, we will always prioritise urgent cases
- If for any reason we have to change an appointment, we will try to let you know
- If you have problems accessing our service we will try to make arrangements that are suitable for you

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 be seen in a private interview space and for your query to be treated confidentially (please refer to our Confidentiality Policy for further information)
- 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, phoning 020 7911 5000 ext 66080 or emailing studentadvice@westminster.ac.uk
- 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 debt clients

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
- Liaise with creditors where there is an urgent need to respond to correspondence or a threat of imminent legal action
- 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, westminster.ac.uk or for general information: 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 email us at studentadvice@westminster.ac.uk
- We hope you will be happy with our service but should you have any issues of concern, please email the Student Funding and Advice manager in the first instance at studentadvice@westminster.ac.uk
- If you have a complaint which cannot be resolved by the manager, you can follow the University Complaints procedure [here](#)

Dec 2018/JE