

Student Support Information

Our Student Support aims to offer information, support, referral and representation to individual students, including any person accepted as a student of Adam Smith College who has not yet enrolled. ASCSA is not in a position to provide financial support or legal advice, including immigration advice.

Our methods

ASCSA aims to assist or enable individual students to do what they decide to do. We will, at the request of the student concerned, take appropriate action on their behalf. Alternatively, support will be given to students wishing to take action themselves. Where available, options will be presented and discussed. If for any reason we feel unable to assist, we will attempt to refer the student to other appropriate people or groups, whether inside or outside the College.

Confidentiality

ASCSA operates under a Confidentiality Policy, which is made available to all who use, or wish to use, the service. The ASCSA Student Support caseworkers (currently the President, VPED and SA Coordinator) will be allowed to anonymously share information about a service user amongst them, if they believe this is in the user's best interest or if it is appropriate. This will remain confidential within the group. ASCSA believes that all its users have the right to this confidentiality in order to feel that they can trust the service.

While ASCSA may publish statistics of ASCSA Student Support, in no circumstances will details that allow a student to be identified be made public. Any records the Caseworkers keep of the work they do and the contact they have with students who approach our Student Support will always be kept in a locked filing cabinet or with an electronic password. This includes any paperwork which goes with the records. Once the case is resolved, records will be kept for 3 years and then destroyed.

Statistical records of the work being carried out may be kept in order to monitor the service. It is our responsibility to ensure these statistical records are anonymous, so that users cannot be recognised if they are given to a third party for reasons such as monitoring or to support funding applications.

Impartiality and Independence

Our Student Support is independent of all other support services in the College and aims to be impartial. It is open to all students and enquiries on any subject will be listened to. In dealing with individual students, the Officers will not allow personal beliefs or Union politics to influence their conduct.

For more information contact the President or VP Equality & Diversity at president@adamsmithstudent.com or vped@adamsmithstudent.com

Don't drop out



Drop in!

**ADAM SMITH COLLEGE
STUDENTS' ASSOCIATION**