

## The Advice Centre Update

### A report by the Student Adviser - Nigel Cooke

#### Introduction

The Advice Centre has had a busy summer and also a busy start to the term; being involved in various welcome events, planning for campaigns and also case work which has mainly consisted of appeals and housing rights case.

#### Summer activity

The Advice Centre has been active over the summer in working with the Education and Welfare team on various projects and has also been involved in the planning for the new term.

#### Case work from 1<sup>st</sup> August - 23<sup>rd</sup> October

Academic Appeals:	8
Cheating:	1
Complaints:	7
Consumer:	1
Housing:	12
Money:	7
Referral:	2
Total:	38

#### Interactions

Academic Appeals:	15
Cheating:	3
Complaints:	13
Consumer:	3
Housing:	21
Money:	12
Referral:	2
Total:	69

#### Future projects/campaigns

##### **Talktodas**

We will be launching a campaign in mid-November trying to get students to declare disability but also making them more aware of the support services available to help them.

##### **Campus outreach**

The Advice Centre continues to be involved in the Union's campus outreach strategy through visiting other campuses and speaking to students through the hub on tour and welcome events. It is hoped

in the coming months that more events will be organised more specifically focused on the advice centre and that more communication can be made with the other campuses from the Advice Centre.

### **Advocacy to action**

The Advice Centre continues to produce casework updates for Advocacy to Action which helps to decide areas where the Union can campaign through casework themes. This meeting is held every 3 weeks and discusses various campaign areas.

### **Stress less**

Looking further into the future the Advice centre will be involved in the running of the Stress Less campaign where there will be events across campus to help students destress during exam time.

### **Conclusion**

A busy time for the Advice Centre both during the summer and into the new term. The main bulk of cases have been made up of academic appeals and housing cases such as deposits and repairs.

In the coming months the scope of cases will most likely change to reflect the end of academic appeals season.