

The Advice Centre Update 19th February 2015 for CWB

Introduction

Been a busy period for the Advice Centre with some complicated cases coming through without necessarily the volume of cases. The Advice Centre has also been involved in some campaigns and also Student Money Week in conjunction with the college.

The cases we have worked has involved referrals too other areas of college.

Case work from Dec 4th 2014 – 19th Feb 2015

In total there has been 18 new cases since the last CWB

Housing

Mediation – 3

Repairs- 2

Tenancy Checking – 1

Total- 6

Money

Council Tax- 2

Funding- 2

Debt to college- 1

Student Loans- 1

Total- 6

Legal

Tfl Prosecution- 1

Accusation-1

Total- 2

Referral

Emotional support- 1

Total - 1

Cheating

Exams - 1

Total- 1

Complaint

Department -1

Total - 1

Consumer

Fraud-1

Total - 1

PROJECTS

Student Money Week

The Advice Centre was involved in constructing an event in conjunction with the student finance team in College. The event consisted of a stall in the JCR with various competitions and also advice available to students on budgeting and funding. This proved a popular event amongst students.

#talktodas

The talktodas campaign ran over a little bit into January with regard to tweets and social media. The campaign itself was not run on the scale we had hoped. A debrief has been written and this campaign will go under review for the next time it runs.

Website

We have been reviewing the content of our website and changes have been starting to happen with this updating a section a week between myself and the Education and Welfare Manager.

TRAINING

Essential Law for student advisers

The Adviser attended a course in essential law for housing advisers at the University of London. This was a very good course and was presented back the education and welfare team. It is hoped that some of the information that was learnt will not only improve advice for students but also help us with information and publications we can distribute to students.

Negotiation and influencing skills

The adviser attended a course run by the college on negotiating and influencing the skills learned are very useful in the work we do with regarding to negotiating with landlords and college on behalf of students.