**Confidential Advice Record 2019/20**

**1. Personal Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Contact address |  |
| Uni. email |  |
| Phone no. |  |
| Date of birth |  |

**2. Course & Department**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Course & Year |  | Department |  | PGR/ PGT/UG? |  |

**3. Type of Enquiry and preferred method of advice**

|  |  |  |  |
| --- | --- | --- | --- |
| What type of advice or support are you seeking?  Eg appeal, academic misconduct, exceptional circumstances, complaint, wellbeing or support |  | Would you prefer to be advised by email, phone, or (virtual) face to face appointment? |  |

**3. How did you find out about the Advice & Support Centre (ASC)?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Department/ Supervisor |  | YUSU Staff |  | Letter from college |  |
| Student Hub |  | Course/ Department rep |  | Letter from department |  |
| College |  | Sabbatical or Part-time Officer |  | Graduate Students’ Association |  |
| YUSU website |  | Friends |  | Other (please specify below) |  |
| ASC leaflet |  | Open Door Team |  |  | |

**3. Confidentiality**

Any information that you provide in one-to-one appointments, and by phone or email will not be shared outside the service without your consent. The exception to this is where there is immediate risk of serious harm to yourself or others, in which case information may need to be shared with other responsible parties to ensure the safety of those involved. ASC advisors would normally seek your permission to break confidentiality, unless there are grounds for believing that you are not able to take responsibility for your actions or that seeking such permission may substantially worsen the situation. Due to the nature of ASC staffing, it may be necessary for casework to be shared across the team to ensure that you receive a full and prompt service irrespective of the unavailability or absence of individual advisors.

**4. Data Protection Act 1998**

By completing this form, you are giving consent for YUSU to hold this data on file for the purpose of administering confidential advice and support, in compliance with the Data Protection Act. You will be giving permission for information about your case, including sensitive, personal information to be processed and stored securely for a period of 5 years from the end of your case. You may ask to see your file at any time during this period, although immediate access may not be possible. Documents written by third parties may be removed from your file before you see if, if permission has not been obtained for you to see them. Further information on how YUSU use student data and what your rights are can be found within the YUSU Student Data Privacy Statement on our website [www.yusu.org/privacy-policy](file:///\\userfs\ra962\w2k\www.yusu.org\privacy-policy). If you have any queries please contact [dataprotection@yusu.org](file:///\\userfs\ra962\w2k\dataprotection@yusu.org)

**Consent for contact (Tick below)**

|  |  |
| --- | --- |
| From time to time, YUSU's Advice and Support Centre contacts service users by email to ask for anonymous feedback about the quality of our service, so that we can continue to improve and meet the needs of students. Please tick the box if you consent to us contacting you. |  |

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_