



THE ADVICE SERVICE

Who We Are & What We Do

The Advice Service is a free and impartial service that offers assistance to all UHI students. We can help with academic issues and direct them to relevant services for other support. Our goal is to provide students with the resources and guidance they need to make the most of their student experience.

We advise current students, whether on campus or remote, undergraduate or postgraduate (teaching or research), UK or International. We also advise graduates who are still involved in university processes, including appeals and complaints.

How Can the Service Help Your Students

INDEPENDANT AND IMPARTIAL

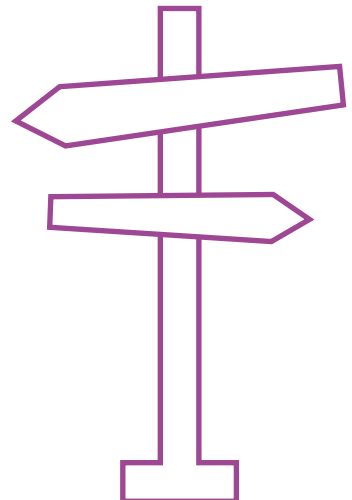
We are part of the Students' Association, which allows us to act independantly and support students who are in dispute with the university or who need impartial advice.

UNIQUELY TAILORED ADVICE

Our caseworker is specially trained to provide trauma-informed, non-judgemental guidance to students. They have extensive knowledge of funding policies and participate in regular training to stay up-to-date. They are actively involved in policy development within the university and hold positions on various university committees and working groups.

CONFIDENTIAL

We have a strict confidentiality policy, so students can rest assured that their information won't be shared with the Academic Partner without their explicit permission.



We Specialise in Providing Advice on Key Topics

ACADEMIC

Appeals, misconduct, student code of conduct investigations, complaints, mitigating circumstances, support for study, fitness to practice, etc.

MONEY

Student hardship and discretionary funds, bills, budgeting, council tax, banking, discounts, and energy complaints

HOUSING

Finding accommodation, university halls disciplinary procedures, checking tenancies, unfair terms, evictions, ending tenancies, deposits, repairs, rent, first-tier tribunal cases, homelessness, etc.

Exceptions

We cannot advise on immigration. We do not have a license for this type of advice and refer all immigration enquiries to the University immigration advice team or external organisations.

We do not provide mental health support. We can help students in crisis by referring them to appropriate services. However, we are not a mental health service and cannot provide direct assistance. Our focus is on providing practical advice and support.

How to Refer Students to the Service

The best way for a student to request our services is by directly contacting us. If a student finds it difficult to reach out, you can assist them by sending an email and cc'ing the student or calling us with the student.

We provide guidance and support to students who express interest in our services. We may share information with staff to address their issues. However, we cannot provide advice for students through a third party. It's always better for us to receive information directly from the student to provide accurate advice.

Getting in Touch

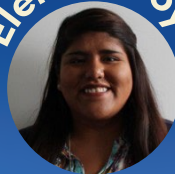
Call or Text via WhatsApp for Advice: 07894 907024

Email for Advice: hisa.advice@uhi.ac.uk

We can offer appointments via TEAMS/Webex or by telephone. **Book via hisa.uk.ac.uk/advice**

We aim to respond to urgent and serious cases promptly, while less urgent cases may take up to 5 days.

Elena Arroyo



**Advice Service
Coordinator**