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**Advice**

BSU Support team offers advice to students who find themselves ‘in conflict’ with the University’s processes or policies. Our team of professional advisers have a wealth of experience and can represent, advocate, support and empower students on a wide a range of academic and related issues, working closely with University staff to achieve the best outcome.

Any student can speak to us freely, honestly and confidentially and we will explore all of the options available to them, helping to make informed decisions to resolve the issue(s).

We offer advice on issues such as:

Appeals – offering advice on when it is appropriate to appeal a decision as well as advise on the different stages, the correct grounds for an appeal and help identifying suitable evidence.

Complaints – supporting students through the procedure, understanding the student perspective, advice on what makes a strong case including sourcing evidence, and accompanying students to meetings.

Academic Misconduct - reading through students’ work and TurnitIn reports to identify the possible source of the allegation, helping students prepare for meetings, advising on possible outcomes and representation.

Mitigating Circumstances – helping students to explain how their experiences have affected their studies and checking applications, advice about types of suitable evidence required to support claims, advice about outcomes and what they mean and how they may affect progression.

**Other things we can help with:**

* Student Placements – Students experiencing issues with the placement or a mentor can receive support, information and advice.
* Fitness to Practice Hearings – whether this is an investigation or the Fitness to Practice Meeting we’re able to support, represent and advise on process and likely outcomes.
* Disciplinary Hearings – as above
* Issues around assessment and feedback – we work with students and tutors to understand issues with marks and feedback and learning outcomes, manage expectations and if feedback is not forthcoming help the student obtain it.
* Bullying and Harassment Issues – whether the alleged victim or perpetrator we work with students who are affected by this issue. We provide support and advice, helping students understand how they may be affected.

We can also help with many other issues that may cause distress or uncertainty such as relationships, finances and housing.

**Contact us**

We offer appointments at all sites on request\* as well as Drop-Ins at City, Falmer and Moulsecoomb campuses. We recommend booking an appointment to see one of the team outside of the drop-in times. This can be done by emailing: [bsusupport@brighton.ac.uk](mailto:bsusupportservice@brighton.ac.uk) or alternatively, calling 01273 64 2876.

**Drop-In Times & Locations (term-time only)**

**M20, Cockcroft, Moulsecoomb Campus**

Tuesday - 11am-1pm

Wednesday – 2pm-4pm

**SU Office, Grand Parade, City Campus**

Thursday 2pm – 4pm

**SU Ringmer House, Falmer Campus**

Friday 2pm – 4pm

We’re open all year round\* including university holidays.

\*not during university closure days.

To find out more about Brighton SU’s Support team head over to our webpages at [www.brightonsu.com/support](http://www.brightonsu.com/support).

We offer a number of helpful guides and promotional materials:

* **Brighton SU Presents…. How to make an APPEAL?** (an A6 size booklet of 16 pages)
* **Brighton SU Presents…. How to claim MITIGATING CIRCUMSTANCES?** (an A6 size booklet of 16 pages)
* **Brighton SU Presents…** **How to make a Complaint** (an A6 size booklet)
* **BSU SUPPORT self-referral postcard** (for tutors to distribute to students)
* **Brighton SU Mitigating Circumstances postcard** (a definition of mit circs and advice on when to apply)
* **Brighton SU Mitigating Circumstances poster** (as above but in A3 and A4 size posters)
* **BSU SUPPORT – An introduction to Housing** (an A5 size booklet filled with handy tips about house hunting, moving in, moving out etc.)

Contact [bsusupport@brighton.ac.uk](mailto:bsusupport@brighton.ac.uk) if you’d like to receive any of these materials (printed and electronic versions available).

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