



# AN INDEPENDENT SERVICE FOR STUDENTS

PRACTICAL HELP TO ENABLE STUDENT  
CHOICE AND SUPPORT ACTION



**Free, Independent & Confidential Support for YOU**

## ABOUT UNIADVOCATES

In 2018, Advent Advocacy launched into universities, offering an Independent Advocacy service to students needing help. Today, UniAdvocates has a wealth of experience gained from working with welfare teams and student, and is offered to over 80,000 students studying in a university where a UniAdvocate is available.

### WHAT IS A UNIADVOCATE AND WHAT DO THEY DO?

Firstly, a UniAdvocate is not: – a counsellor, an advisor, or a mental health wellbeing mentor.

UniAdvocates are trained Independent Advocates who listen to a student's concerns, explain options available to them, and facilitate action. They help students communicate effectively, write supporting letters, and liaise with departments and agencies on their behalf. Our UniAdvocates work confidentially with students, applying safeguarding procedures, and are alert to safeguarding concerns in universities and the wider community.



### WHAT DO STUDENTS NEED HELP WITH?

Most frequently:

- Being listened to and given the confidence to approach another service – this is what we refer to as our signposting service.
- Academic worries – deadlines, mitigating circumstances, appeals.
- Making a complaint – these vary widely, and each are specific to the individual's circumstances.
- Medical concerns – including medication and liaising with NHS care teams.
- Disability and other inequalities.
- Financial and accommodation problems
- Issues specific to International Students

[adventadvocacy.co.uk/students](http://adventadvocacy.co.uk/students)

## HOW DOES A UNIADVOCATES SERVICE WORK IN UNIVERSITIES?

Each university has a designated UniAdvocate who offers UniAdvocates Awareness Training to Student Services, the Students Union and staff more broadly, so that they are aware of the service and can refer students who may need ongoing levels of support.

The service is promoted in libraries, accommodation units, and other common areas, and on Instagram. Students can complete a self-referral form on our website and will be responded to within a few days. We aim to start our support within a week, although it is often much sooner.

## WHERE IS THE UNIADVOCATE BASED?

The service is remote, and students can contact UniAdvocates by email, text, direct messaging, and video conferencing. UniAdvocates attend events to raise awareness of student support services held during the year.



## WHAT IS THE IMPACT OF THE SERVICE?

Sharing the impact of our UniAdvocate is a celebration.

Each quarter, university partners receive a report including data to demonstrate the number of students engaging with the service. Case studies are provided to illustrate the types of casework being carried out. UniAdvocates also meet monthly with members of the Student Services team.

## CONTACT US FOR MORE INFORMATION


UniAdvocates is managed by Advent Advocacy, an accredited provider of Independent Advocates. Please get in touch using the links below if you would like to learn more about our service or talk to a member of our team.

## HEAD OFFICE

Suite 2:7 Business Central, 2 Union Square,  
Central Park, Darlington, DL1 1GL

## GET IN TOUCH

On Social Media / Phone / Text / Email / Post.

Also available on:  zoom

[adventadvocacy.co.uk/students](https://adventadvocacy.co.uk/students)

Join in the conversation on our social media channels [@uniadvocates](https://twitter.com/uniadvocates)



Scan the QR code to access our free and confidential Student Advocacy service on our website.

