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Purpose

To outline the procedural steps relevant to SANITI's Advocacy role under the SANITI Advocacy Policy.

Organisational Scope

SANITI Advocates and the General Manager

Steps on first contact by student:

- Students can contact SANITI in a variety of ways: in person, by phone, by email, via social media including the website. In all instances, students are to be contacted by an advocate within 1 working day of first contact if it is not possible for an advocate to meet with the student at initial contact.

Procedure when student appears in SANITI office or calls SANITI requesting to speak to an advocate

- SANITI staff to check whether an Advocate is free to meet/talk with the student. If so, advocate to meet/talk with student in accordance with First Meeting Procedure below.
- If an advocate is not available, SANITI staff to check the online calendar to assess advocate availability and proceed to make an appointment for the student to meet with the advocate. The appointment to be entered into the online diary and sent to advocate with the student's name and contact details included in the appointment notes.
- If it is not possible for an appointment to be made, SANITI staff are to obtain name and contact details (mobile phone number preferred) and provide this information to the advocates. The advocates must contact student within 1 working day of receiving this information.

First Meeting Procedure

- Advocate to take the Advocacy Form and if needed, the Advocacy Consent Form to meeting. These both need to be completed at the first meeting.
- Advocate to introduce themselves and the service and explain that all discussions are confidential between the student and the advocacy service.
- Advocate to ask the student why they have come to the service.
- If the student is seeking assistance for Hardship, the advocate is to proceed in line with SANITI's Hardship Policy and SANITI's Hardship Procedure.
- If the student is seeking assistance with other matters, then advocate is to gather information from the student as required and discuss options for the student, bearing in mind that students may not wish the advocate to do anything.

Steps following first meeting

- Advocate is only to proceed to act on instructions provided by the student.

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- Advocate is to maintain regular contact with student, either to follow up student if information required from them or to update them on steps taken by the advocate.
- If student raises a separate issue not covered by the current consent. Advocate to apply first meeting procedure including consent forms.

Steps to be taken in student v student matters

- It is important that all students can be represented by the SANITI Advocates.
- Accordingly, in cases where a student's issue relates to another student, the SANITI Advocates will not share information on that student's issue, save that the advocate who meets with the student is to make the other advocate and the General Manager that a student v student issue has arisen, so that the other advocate can be available to support the other student should they seek support from SANITI.

File Management and Statistical records

- Secure electronic database is used for student statistics and records of contact.
- Advocates are to keep all relevant information with the student's file, including but not limited to, relevant emails, notes of discussions with the student and others regarding the student's issues, content of text messages between the student and the advocate. All such notes shall include date and time.
- Files are to be kept in a locked filing cabinet when not being worked on by the advocate.

Reporting to NMIT under the SLA

- Advocates are to compile a statistical report with no identifying information to NMIT as required under the SLA and provide the reports to the General Manager for submission to NMIT.

Membership on NMIT Committees

One advocate is to sit on the NMIT Academic Standards and Quality Committee.

For procedure relating to Programme Reps, see Programme Representative Policy and Procedure.

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