



CUSU Student Support Information

CUSU Student Support aims to offer information, support, referral and representation to individual students, including any person accepted as a student of Cambridge University who has not yet matriculated and to any person who disputes their status as a student of Cambridge University. CUSU is not in a position to provide financial support or legal advice, including immigration advice.

Our methods

CUSU aims to assist or enable individual students to do what they decide to do. We will, at the request of the student concerned, take appropriate action on their behalf. Alternatively, support will be given to students wishing to take action themselves. Where available, options will be presented and discussed. If for any reason we feel unable to assist, we will attempt to refer the student to other appropriate people or groups, whether inside or outside the University.

Confidentiality

CUSU Caseworkers operate under a Confidentiality Policy, which is made available to all who use, or wish to use, the service. The CUSU Student Support caseworkers (currently the Welfare & Graduates Officer, the Education Officer and the Women's Officer) will be allowed to anonymously share information about a service user amongst themselves, if they believe this is in the user's best interest or if it is appropriate. This will remain confidential within the group. CUSU believes that all its users have the right to this confidentiality in order to feel that they can trust the service.

While CUSU may publish statistics of CUSU Student Support, in no circumstances will details that allow a student to be identified be made public. Any records the Caseworkers keep of the work they do and the contact they have with students who approach CUSU Student Support will always be kept in a locked filing cabinet or with an electronic password. This includes any paperwork which goes with the records. This is in accordance with the legal requirements of CUSU Student Support. Once the case is resolved, records will be kept for 3 years and then destroyed.

The CUSU Executive Officers may keep statistical records of the work they are doing in order to monitor the service. It is the responsibility of these officers to ensure that these statistical records are anonymous, so that users cannot be recognized if they are given to a third party for reasons such as monitoring or to support funding applications.

Impartiality and Independence

CUSU Student Support is independent of all other support services in the University of Cambridge and its colleges and aims to be impartial. It is open to all students and enquiries on any subject will be listened to. In dealing with individual students, the Officers will not allow personal beliefs or Union politics to influence their conduct. The only restriction is that the Women's Officer will solely represent those students who self-define as a woman.

For more information please contact the CUSU Welfare & Graduates Officer at welfare@cusu.cam.ac.uk