



INDEPENDENT ADVOCACY SERVICE FOR STUDENTS

We Listen. We Support. We Empower.



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

ABOUT US

We at UniAdvocates by Advent Advocacy specialise in providing quality independent advocacy support and have been a mainstay in the sector for 14 years. Our team of professional advocates work to ensure that your students have access to the support they require.

Our advocates are committed to:

1. Listening to, representing and empowering the students we work with
2. Supporting to bolster working relationships between students and available pastoral and mental health services, internally and externally
3. Acting as an independent and confidential sounding board to assist informed decision making

PARTNER UNIVERSITIES

Our partner universities commend our dedication to their students and recognise the value in independent advocacy support:

"Advent Advocacy and SMSU have been working in partnership for over two academic years now, and I can't recommend their services enough. They are efficient, professional, great with our students, and are always keen to go above and beyond and grow the service."

We are proud to work with Advent Advocacy and hope to maintain and grow our partnership in years to come."

Cat Redding
CEO at St Mary's University Students' Union

To find out more about our advocacy services and to create an opportunity to speak with a member of our team please get in touch...


adventadvocacy.co.uk/students

@uniadvocates   

Advent Advocacy, Lingfield House,
Lingfield Point, Darlington DL1 1RW

Tel: 01325 373 301

Email: students@adventadvocacy.co.uk

Also available on:  ZOOM



It is clear that external professionals have a mutual respect for advocates and see the benefit to the people they support. People that had been supported by an advocate clearly felt that advocates are independent and very much on their side."

Assessor, Advocacy Quality Performance Mark

THE ADVOCACY QUALITY PERFORMANCE MARK (QPM)



Advent Advocacy are dedicated to providing an outstanding advocacy service to our clients. It is this commitment and our ability to provide high quality advocacy that has led our company to being awarded the Advocacy Quality Performance Mark (QPM) by the National Development Team for Inclusion (NDTi).

UniAdvocates are proud to say that we received the Advocacy Quality Performance Mark for our student service and we are the only provider of independent advocacy in the UK to have achieved this. Advent Advocacy have demonstrated excellence in the following areas:

| | |
|---------------------------|----------------|
| Independence | Empowerment |
| Clarity of Purpose | Accessibility |
| Confidentiality | Support |
| Safeguarding | Accountability |

The Advocacy QPM was awarded following a rigorous self-assessment process and policy review, in addition to a structured site visit for NDTi assessors to meet advocates and the people they support.

REPORTING & FEEDBACK

Advent Advocacy provide quantitative recording of activities to ensure comprehensive feedback is available to service users, service providers and commissioners. Advocates record their daily activities in secured digital case notes and a summative analysis is provided to our purchasing organisations by way of **Monthly, Quarterly and Annual** reports.

We find that students speak very highly of our support and are confident to approach us knowing we are independent, confidential and free for them to use.

Advent Advocacy are driven by regular appraisal and satisfaction data from our stakeholders and are recognised consistently for our excellent work and the quality of our advocates.



The student advocates are so helpful and they really commit to supporting you from start to finish
Student at University of West London



Informal Staff Consultations: Discussions with staff attendance, and time management.

Meetings: Support before, during, after (preparation / understanding)

Mental Health: Discussions. Contacting professionals. Signposting.

Finances: Money, banking, benefits, debt, employment, gambling.

Social/Cultural: Environment, accessibility, alternatives, community engagement, housing.

Academics: Course, workload, transfers, deadlines, appeals.

Complaints: Informal / formal complaints.

Disclosure: Sensitive information (handed over to university staff and appropriate services)

Safeguarding: Relevant individual informed.

Signposting: Alternate support (internal/external).

External Agencies/ Professionals: Contacting external agencies or professionals.