



# Information about ENSA Advice

*For Edinburgh Napier  
University staff*

[ensa.advice@napier.ac.uk](mailto:ensa.advice@napier.ac.uk)  
[napierstudents.com/advice](http://napierstudents.com/advice)



# Service Overview

ENSA Advice is part of Edinburgh Napier Students' Association and offers non-judgmental advice to all ENU Students on academic and welfare matters.

This can include, for example, advice on University procedures, housing and funding issues.

We are member of AdviceUK, the largest network of free and independent advice centres in the UK.



# Our Values

## ▼ *Confidential*

ENSA Advice is a confidential service.

As such, we do not share students' personal information with Edinburgh Napier University staff without obtaining prior consent from the student.

## ▼ *Independent*

ENSA Advice is a service run by Edinburgh Napier Students' Association, an organisation independent from the University. This means that we always provide students with advice without being influenced by the University.

Students in dispute with the University, can come to us and receive our full support without any conflict of interest.

## ▼ *Impartial*

We provide practical, objective and fair advice based on the information students share with us.

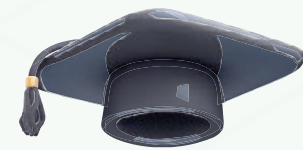
Our advisers will not support a student if they identify a conflict of interest. In these circumstances, they will pass the case to a colleague.



# What we do



ENSA Advice provides practical advice, guidance and representation in the following areas:



- ✔ Academic Appeals
- ✔ Extenuating Circumstances
- ✔ Suspension and Withdrawal
- ✔ Complaints
- ✔ Academic Integrity Investigations
- ✔ Non-Academic Conduct and Fitness to Practise



- ✔ Housing Advice (including tenancy agreement checks landlord disputes, issues with flatmates, deposit advice, evictions, scams, homelessness, housing rights and responsibilities)








- ✔ Student Funding (e.g. Discretionary Funds)
- ✔ Support with SAAS (and other student funding body) funding
- ✔ Benefit eligibility

Exceptionally, we may advocate on behalf of a student, with their consent, to help them redress a situation.

If we can't help, we will signpost students to the relevant University/external services.






# What we do not do

-  We do not provide immigration, debt or legal advice.
-  We cannot alter tuition fee payment plans, nor do we issue tuition fee loans: students are liable for their tuition fees and must liaise directly with the University's finance department on fee matters.
-  We are not mental health advisers: our advisers have received mental health training to help them support students facing a crisis; but we are not counsellors nor mental health advisers.
-  We cannot provide accommodation: whilst we provide information to help students source properties we do not act as agent, nor do we hold a list of vacancies.
-  We do not complete administrative or communication tasks for students, unless our advisers identify a need for additional support.



# How to direct a student to us

We ask that students make direct contact with us:

-  [napierstudents.com/advice](https://napierstudents.com/advice) \*
-  [ensa.advice@napier.ac.uk](mailto:ensa.advice@napier.ac.uk)
-  **0131 229 8791**

At times it can be difficult for students to take the first step towards us. You can help a student by sending us an email and copying them in; or by popping in to one of our offices. We will always check with a student that they wish to use our service before providing advice.

We're always happy to have a chat with Edinburgh Napier University staff about a student issue. However, unless a student has sought support from us and given us consent to represent them, we will only be able to provide generic information.

*\* our website features an online appointment booking system*

