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| Supports students through intricate administrative processes| Available to all students, wherever they are based | Net Promoter Score (NPS) reported a score of 10, indicating high praise and a strong willingness to recommend to others | Over 30 cases of appeals, complaints, and misconduct were dealt with | Over 60 hours was invested meeting with students and addressing their challenges HISA Advice ServiceHISAW | **Goal:** To enhance the student experience by offering assistance, expertise, and support on a wide range of topics.**Submitted by:** Elena Semple**Project:** To set up a service which helps students work towards resolving concerns and advocates for their rights, while respecting impartiality and confidentiality in the process.**Benefit to:** All UHI students, from FE to Postgrad.

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| ****Key message: Guide students through advocacy****  |
| Enhance student wellbeing by empowering them to make informed decisions |
| Develop clear and concise content on key themes, issues, and challenges |
| Provides individualised support and guidance |
| Can be accessed remotely, via email, telephone, and video calls |
| Collaboration with UHI and HISA officers ensures a customised service to meet the specific needs of students studying in the Highlands and Islands |
| **Project delivery**  |  |
| The Advice Service is run by a highly trained member of HISA with a law background |
| The Service responds to member’s requests for advice, providing helpful information and signposting to appropriate resources |
| It also offers casework support and advocacy |
| The Service covers areas such as academic misconduct, complaints, and appeals |
| Access to the Service effectively eliminates obstacles to seeking help and fosters a safe, supportive environment |

**Impact:**  The ready availability of the Service has proven advantageous, with more than 50 cases successfully resolved since April 2022. The Service provides a centralised resource for guidance, and has also contributed to improving transparency, fairness, and accountability within UHI processes. |