University of Essex: Guidelines for staff, students and service users involved in education and training programmes

These guidelines have been prepared for the benefit of staff, students and service users collaboratively engaged in service user involvement in the University’s education and training programmes. The guidelines do not attempt to be exhaustive, but rather to prompt careful preparation in a number of key areas.

# Points for those arranging events that involve service users

* Ensure that copy of these guidelines is forwarded to all service users when making arrangements that will involve them
* Ensure you have seen and understood the information in the form that the service user has completed in volunteering their help. If the service user details have not been entered into the service user database, please ensure they complete a service user profile summary form and upon completion forward a copy to Anna Chernova.
* Ensure you have made personal contact with the service user.
* Ensure you have shared and agreed with the service user a clear and unambiguous understanding of what the service user will be asked to do.
* It will probably be appropriate for the service user to be accompanied by a member of staff in all sessions where they are working with students.
* Enquire if there are any potentially relevant matters that the service user might not want to discuss. If there are, you will need to accompany the service user to deflect any unwanted questions.
* Establish a clear understanding of any payment arrangements.
* Establish how, when, where and by whom the service user is to be met.
* Establish a feed-back process with the service user.
* Gather lessons learnt – good and bad

# Points for the service user

* Make sure you are clear and happy about what you are being asked to do.
* Identify any topics that you do not wish to discuss.
* Make sure you are clear about how you will travel and arrive at the University.
* The university layout is complicated so it is a good idea to bring with you a written note of who will meet you and where that will be.
* If you want to use handouts or other teaching aids, discuss this with your contact in advance.
* Always ask, seek clarification, or help if you have any concerns or difficulties. Do this in advance if you can, but also on the day if the need arises.