



## Campus Mum – Student Support Agreement & Code of Conduct

**Effective date:** 16 January 2026

**Last reviewed:** 16 January 2026

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### 1. Purpose of This Agreement

This Student Support Agreement & Code of Conduct (“Agreement”) sets out the standards of behaviour, responsibilities, and boundaries expected of individuals who use Campus Mum’s services.

It is designed to:

- protect students, staff, and contractors
- set clear behavioural expectations
- prevent misuse of services
- maintain professional boundaries
- safeguard wellbeing
- protect the Campus Mum brand and reputation
- ensure safe, respectful engagement

This Agreement forms part of the contractual relationship between you and Campus Mum.

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### 2. Scope

This Agreement applies to:

- All students and service users aged 18 and over
- Parents and family members where they interact with us
- Individuals authorised by students to communicate with us



CAMPUS MUM LTD

107–111 Fleet Street, London EC4A 2AB, United Kingdom

+44 (0) 7980 008401 · [contact@campusmum.com](mailto:contact@campusmum.com) · [www.campusmum.com](http://www.campusmum.com) ·

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- Participants in Campus Mum programmes
  - Anyone engaging with our staff, contractors, or representatives
- 

### 3. Our Role

Campus Mum provides **non-clinical, non-medical, and non-legal** student support services.

We are not:

- a healthcare provider
- a therapist or counsellor
- a legal adviser
- a statutory guardian
- an immigration adviser
- a safeguarding authority for minors

We provide **support**, not supervision, control, or guardianship.

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### 4. Your Responsibilities

By using our services, you agree to:

- Provide accurate and truthful information
  - Engage respectfully with staff and contractors
  - Follow UK law
  - Use services for lawful purposes only
  - Take responsibility for your own decisions
  - Maintain appropriate boundaries
  - Communicate honestly and promptly
  - Follow this Code of Conduct
- 



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## 5. Respectful Behaviour

You must treat all Campus Mum staff, contractors, and partners with respect.

This includes:

- No harassment
- No discrimination
- No threats
- No abusive language
- No coercion
- No intimidation
- No inappropriate messages

Any abusive, threatening, or unsafe behaviour may result in immediate suspension or termination of services.

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## 6. Boundaries & Professional Conduct

To protect everyone involved, the following boundaries apply:

- No romantic or sexual relationships with staff or contractors
- No financial relationships with staff or contractors
- No gifts of significant value
- No dependency-building behaviour
- No pressure for special treatment
- No requests for secrecy
- No manipulation

Our staff are not friends, family members, therapists, or guardians.

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## 7. Communication Standards

We may communicate via:

- Email
- WhatsApp
- WeChat
- SMS
- Phone
- Video calls
- Social platforms

You agree:

- Not to send abusive or excessive messages
- Not to contact staff on personal accounts
- Not to demand 24/7 availability
- To respect reasonable response times

All communications may be recorded for quality, safety, and accountability purposes.

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## 8. Consent & Parent Communication (18+ Students)

Because students are adults:

We will not communicate personal information to parents without student consent

Consent may be limited or withdrawn

Students control what is shared

### Emergency Exception

We may override consent where necessary to:

- Protect life
- Prevent serious harm



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- Respond to emergencies
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## 9. Use of Services

You agree not to use our services to:

- Commit illegal acts
- Mislead third parties
- Harass others
- Evade laws or rules
- Obtain false documentation
- Manipulate processes
- Impersonate others
- Damage reputations

We reserve the right to refuse requests that are unsafe, unethical, or unlawful.

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## 10. Third-Party Services

Campus Mum may liaise with third parties (e.g. landlords, universities, drivers).

You acknowledge:

- Third parties are independent
  - We do not control their conduct
  - We are not responsible for their actions
  - Contracts with them are separate
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## 11. Safety & Wellbeing

We encourage students to:



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- Seek professional help when needed
- Access NHS or private healthcare
- Use university support services

We do not provide:

- Therapy
- Crisis intervention
- Medical carw
- Diagnosis

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## 12. Safeguarding & Emergency Escalation

If we believe there is:  
Immediate risk of serious harm  
Threat to life  
Severe vulnerability

We may:  
Contact emergency services  
Contact relevant authorities  
Share minimal necessary information

We will document all such decisions.

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## 13. Confidentiality

We aim to maintain confidentiality.

However, confidentiality may be breached where:

- There is risk of serious harm
- There is legal obligation
- There is criminal risk



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- There is a safeguarding concern
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#### **14. Breach of This Agreement**

We may take action if this Agreement is breached, including:

- Warning
  - Suspension of services
  - Termination of services
  - Restriction of contact
  - Reporting to authorities (where required)
- 

#### **15. Termination**

We may terminate services immediately if:

- Behaviour is abusive or threatening
- Safety is compromised
- Laws are broken
- Staff are harassed
- Boundaries are violated
- Information is falsified

No refund is due for work already completed.

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#### **16. Data Protection**

All personal data is processed in line with our **Privacy Policy**.

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## 17. Liability

Campus Mum is not responsible for:

- Your personal decisions
  - Your academic outcomes
  - Your medical or mental health care
  - Third-party failures
  - Independent service providers
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## 18. Governing Law

This Agreement is governed by the laws of:

- England & Wales
  - Scotland
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## 19. Contact

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