

Student Advocacy

Frequently Asked Questions

What exactly is student advocacy?

Student advocacy is a free and confidential service available to students enrolled at Griffith University Gold Coast campus, designed to support students navigate Griffith University's policies and procedures.

Can the Student Advocacy team legally represent me?

No. While the Student Advocacy team can provide you with valuable advice and assistance, we do not provide any legal advice or legal representation. Where permitted by policy, we can serve as active representative for you in meetings with Griffith staff in a non-legally qualified capacity.

How can the Student Advocacy team support me in a meeting?

There are three ways in which the Student Advocacy team member can support you in a meeting:

1. Active representation – If you feel like you are unable to articulately advocate for yourself, a Student Advocacy team member can provide non-legally qualified active representation. They will be present with you during the meeting but not on your behalf.
2. Mediation – Has a relationship between yourself and a Griffith staff member or another student soured? A member of the Student Advocacy team can step in and act as a mediator between yourself and another working towards reaching a result satisfactory to all involved.
3. Support person – Do you feel comfortable stating your case but feel worried you may have a mind blank? Or would you simply feel more comfortable having someone in attendance by your side? A member of the Student Advocacy team can be in attendance at the meeting in the capacity of a support person.

What if I'm an international or a postgrad student?

It doesn't matter what type of student you are; we will do our best to help any Griffith Gold Coast student.

What can I expect from my meeting with Student Advocacy team?

We assist and educate students on how to read, interpret and apply the universities policies and procedures in correspondence to their matter at hand. Furthermore, we can assist you with any written statements that the university may require from you regarding your matter.

What are your availabilities?

Our advocacy team is available to help you Monday-Friday during office hours (9:00am-4:00pm). Please note that our office is closed on weekends and public holidays.

How often Can I use your services?

There is no limit to how many times we can assist you! Make appointments with us as you need, and we will do our best to assist you.

Note - If you do not show up to your booked appointment time without prior communication 3 times or more, you will be temporarily prohibit your access the Student Advocacy services for that designated trimester

Our team can help you navigate through understanding the university policies and procedures...



Academic & Student Misconduct.

Have you received a letter alleging academic or student misconduct? Generally, you have 14 days to respond to the letter. After this response, it often takes Griffith some time, investigation and some back and forth to come to the right decision and decide on the consequences, should there be any imposed.



Student Complaints.

Would you like to issue a complaint? There is a three-step resolution process for any complaints, whether they are about a Griffith staff or unsatisfactory services provided by the University.



Academic Standing.

You will be at risk of exclusion if:

- You failed a designated course; or
- You failed the same course three (3) times; or
- You achieve a GPA of 3.5 or lower in one trimester; or

Have you received a letter alerting you of your exclusion? We are able to help you navigate such matter and possibly have the decision reviewed!



Assessment Issues.

Unable to submit your assessment or attend your exam? The University has provided students with accommodating solutions such as assignment extension, deferred assessment, special consideration, or supplementary assessment. Book an appointment with us to see which one applies to your situation.



Review and Appeal.

There is a process that allows students to request a review of and/or appeal a University decision that was not made in line with the Student Charter or the University's policies and procedures. However prior to lodging a formal review decision, you must contact the decision-maker to obtain an explanation of the decision.



Withdrawal due to Special Circumstances.

Have you failed a course due to circumstances that were beyond your control, did not make its full impact until after census date, and made it impracticable for you to complete your course requirements? We can help you with possible late withdrawal options without academic or financial penalties.



Health and Disability.

Have your studies been impacted by a health issue, injury and/or disability? You may be eligible for a Health and Disability Plan in order to make special arrangements for your studies. If you are unsure if your health condition, injury or disability meets the eligibility requirements for a Health and Disability Plan, get in touch with Disability Services.



Policies and Procedures.

Issues with a policy that isn't mentioned here? We can assist and guide you through understanding any of the University policies and procedures.

Common Terms

Allegation notice: The notice which contains the allegation and which the University gives to a student to commence formal misconduct proceedings.

Decision Maker: Academic and professional staff who through their role or position are authorised as the responsible officer within a University policy or delegation schedule to make decisions about relevant matters.

Academic misconduct includes all behaviour:

- Involving the misrepresentation of academic achievement;
- Undermining the core values (honesty, trust, fairness, respect and responsibility) of academic integrity; and
- Breaching academic integrity.

Student Misconduct: Breaching any University policy or any Act of the Commonwealth or of the State of Queensland to which the University is subject while in or on a University site or using University services or facilities.

Interim Suspension Order: The Deputy Vice Chancellor (Education) may suspend a student on considering it necessary to avert a substantial risk of:

- injury to a person;
- damage to property; or
- serious disruption of a University activity.

Frivolous/Vexatious: Refers to a complaint which is:

- Without merit;
- The substance of the complaint has already been considered by the University and satisfactory measures have been taken to resolve the matter;
- Dishonest or contains intentionally misleading information;
- Pursued with undue persistence; or
- Pursued in a manner that harasses a member of University staff or fellow student.