

Conditions of Service

Student Advocacy – *Student Guild, Griffith University Gold Coast*

Purpose and Scope

Student Advocacy is a trusted confidential service only available to currently enrolled students at Griffith University (Gold Coast Campus) to assist students in the navigation of the university's policies and procedures. Founded upon principles of professionalism, integrity and reliability, Student Advocacy's partnership with Griffith and students alike allows us to remain impartial throughout our involvement.

The Student Advocacy team offers well-versed independent advice, advocacy, and referrals services to a wide range of academic, procedural, and administrative concerns related to university policies. These include, but are not limited to, concerns of discrimination, grievances, complaints, review and appeals, assessment issues, exclusion, academic and behavioural misconduct.

We support students on how to read interpret and apply University policies and procedures through the use of educational resources and guides. In turn, strengthens the relationship between staff and students in advocating for an equitable outcome for all involved.

All matters are addressed in good faith and without bias, with the goal of giving the student the best chance of having their case assessed appropriately and in a timely manner.

Service Guidelines

The Student Advocacy Officers can assist with navigating the university's policies and procedures, clarify the interpretation and application of these documents in relation to a student's case. Whilst providing moral support, referrals, clarification, mediation or to serve as a liaison between relevant parties in a student's case.

If additional information is required, the team will seek permission from the student and will discuss the parameters around what information may be disclosed to and requested from others.

The team primarily relies on the information that students provide them; thus it is crucial for students to act in good faith and truthfully provide all relevant information and documentation to the Advocacy Officer handling their case. The Officers can provide general feedback and proof-reading of students' written complaints or appeals prior to submissions for ease of readability and to make sure that the relevant points have been addressed.

If a student is not truthful with the information presented it may hinder the progression of their case and we reserve the right to discontinue assistance in their case.

The Officers are not 'decision makers' regarding a student's cases, complaints or appeals. The Officer's role is to provide independent advice and support and to advocate on a students' matter with respect to the University policies.

Please note that services and advice provided are merely a suggestion and the ultimate decision to disclose information, or to decide on a course of action, remains with the student.

An annual report is sent to Griffith University by the Student Advocacy Team. This report includes de-identified data based on case themes and issues separated by each faculty (specific student details are not disclosed).

Accountability

It is important that all parties involved behave responsibly and appropriately to ensure they conduct themselves in a manner that will not injure the reputation of the Student Advocacy Team, the Student Guild, or the University.

Each appointment is set for the duration of 1-hour intervals, each student must meet with the Student Advocacy Team at the designated appointment time. Students who are more than 15 minutes late without prior communication, will have their appointment cancelled. They will have the opportunity to re-book an appointment for another time.

If an individual student does not show up to their booked appointment time without prior communication 3 times or more, the student will be temporarily prohibited access of the Student Advocacy services for that designated trimester.

If any student breaches any of the above-mentioned conditions, at any time, the Student Advocacy Team reserves the right to discontinue representation and/or assistance.

Complaints regarding the Student Advocacy services or of a particular team member can be addressed to the Academic Support Coordinator, Celeste Janina. Email: c.janina@griffith.edu.au

***Please note, all advice provided is general in nature and does not constitute legal advice.**