

Conditions of Service

Schedule Assist – Griffith University Gold Coast, Student Guild

Our Purpose

Schedule Assist is a service that unpacks the prep work for coursework assessments and exams using our planning tools to help students feel confident about the trimester ahead. We are founded upon professionalism, ethical practice, confidentiality, and respect. This service is only available to Griffith University (Gold Coast Campus) enrolled students.

Service Accessibility

1. In-person Appointments

The in-person appointments are easy to book via our website and only run from Week 1 to Week 4. Sit with one of our Schedule Assistants to guide you through the steps of preparing you for the trimester ahead. This appointment can assist students with the following:

- ✓ Guidance of the Griffith website to learn about your course information
- ✓ Breakdown on how to use the planning tools and calendar
- ✓ Custom and tailored study tips and advice
- ✓ Sharing and referring specific support services for students

2. DIY (Do it yourself)

With 24/7 online access to the Learning Hub lesson '[Schedule Assist](#)'. Follow the steps and be guided through the simplified process of the service that includes handy hyperlinks to unpack more information and detail. The DIY option gives you access to:

- ✓ Hyperlinks to source Griffith and Student Guild resources
- ✓ All Schedule Assist planner and calendar tools
- ✓ Option to book the in-person appointment if you need further assistance

How to prepare for your in-person appointment?

- Arrive early (5 minutes) to all in-person appointments
- Come prepared to the appointment with your course information handy that way we can follow the steps using the planning tools and refer to accurate course information.
- Please share with us your goal for the booking so they can best support you in the appointment.

Post appointment:

- Need further assistance, you're welcome to email our team or book a follow up appointment.
- Please complete the student survey following your appointment. We appreciate your feedback as it helps us improve the service to support future students booking the Schedule Assist service.

Accountability

We kindly ask that all appointments booked with the Schedule Assist team are respectfully attended. Here are just a few ways we can work positively together:

- We aim to deliver the Schedule Assist service in a positive, friendly, informative manner, showing high respect to all students. We kindly ask you to treat our team with a mutual level of respect. There will be no tolerance for foul language or behaviour.
- Our team works diligently to ensure the best support is supplied to students; please ensure you attend appointments that have been confirmed. Multiple cancellations and no-shows to appointments may result in the exclusion of the service for a trimester.
- Please give adequate notice (4 hours minimum) if cancelling your appointment or rebooking. It is easy to rebook on the website and allow other students to be assisted.
- If we need to change/cancel your appointment, we will contact you to arrange another time for booking.

Grounds to refuse service

- Inappropriate language, attitude and behaviour will not be exhibited by the team nor accepted or tolerated by students.
- Arriving 10 minutes late for the appointment time will result in the cancellation of your booking. There is the opportunity to rebook the service for a later date and time.
- For multiple cancellations and no-shows to your appointment may result in the exclusion of the service for some time (trimester) and refusal of service.

Feedback or questions regarding the Schedule Assist services can be sent to our team.

Email: academicambassadors@griffith.edu.au