

# Conditions of Service

## Assignment Help – Griffith University Gold Coast, Student Guild

### Our Purpose

**Assignment Help** is a service that supports students with basic proofreading, general guidance, and advice on study techniques and strategies. Assignment Help's partnership with Griffith and students allows us to supply general guidance and advice. We are founded upon professionalism, academic integrity, ethical practice, confidentiality, and respect. This service is only available to Griffith University (Gold Coast Campus) enrolled students.

Not a GUGC student? [Click here](#) to connect with Griffith's northern campus academic support program.

### Appointment Types

#### 1. Proofreading Assistance

The email appointment will return student work within a 24hr turnaround. The Proofreading Team will email your work back with general feedback. This appointment type can assist students with the following:

- ✓ Basic proofing of grammar and spelling
- ✓ General assessment structure feedback
- ✓ Suggestions to improve the clarity of sentence structure
- ✓ Writing style and tone of voice which relates to the assessment specifications

\*Please note: Student work will be returned within 24 hours from the booked appointment. The student is responsible for ensuring sufficient time to implement any suggestions or changes before the submission date. For extensive documents, additional bookings may be required.

#### 2. Academic Advisor Appointment

The Teams appointment allows students to meet with an Academic Advisor online to discuss specific study topics. We accept group appointments (4 people maximum). Discussion points within the appointment may include:

- ✓ Written assessment structure and layout
- ✓ Guidance with referencing
- ✓ Understanding the task sheet and rubric

### How to prepare for your appointment?

- Arrive early (5 minutes) to all Teams Appointments.
- Ensure all academic assignment work (assignment work, task sheet, and course outline) has been emailed to our team ([assignmenthelp@griffith.edu.au](mailto:assignmenthelp@griffith.edu.au)) ahead of the booked appointment time.
- Use a laptop or desktop for all Teams appointments (mobile phones are not allowed). We highly encourage the use of a headset and quiet location to avoid background sounds and distraction.
- Please share with us your goal for the booking so they can best support you in the appointment.

**Post appointment:**

- Ensure you allow enough time to implement changes from the service feedback before your assignment work is due.
- Please complete the student survey following your appointment. We appreciate your feedback as it helps us improve the service to support future students using the Assignment Help services.

**Accountability**

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

- We aim to deliver the service of Assignment Help in a positive, friendly, informative manner showing a high level of 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.
- We follow all [Griffith University's policies and procedures](#), including plagiarism and academic misconduct.

**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 or not supplying required material (assignment work, task sheet and/or course outline) in preparation for the appointment time will result in the cancellation of your appointment. There is the opportunity to rebook the service for a later date and time.
- Appointments are limited to one per student one appointment type each day.
- 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.
- We assist students in any undergraduate or postgraduate program (coursework or masters only). Additional assignment work outside of those programs (extensive research papers) may be refused service however we may recommend additional services that can assist you.

**Disclaimer**

***This service offers general academic support; we don't change ideas, structure, or student work. The advice and guidance provided are merely suggestions the ultimate decision to implement these changes or incorporate feedback remains the student's responsibility.***

Feedback or questions regarding the Assignment Help services can be sent to our team.  
Email: [guildinfo@griffith.edu.au](mailto:guildinfo@griffith.edu.au)