



University of South Australia Students Association

Advocacy Programs - Conditions of Service

1. About the Service

The USASA Advocacy Service provides UniSA students with free confidential information, advice and assistance in regards of the University Policies and procedures. Advocates are trained in providing advice and advocacy to students on a range of issues. Advocates have particular expertise in implementing students' rights in the areas of academic and educational complaints.

Some of the issues we can assist University of South Australia students with, are:

- Advice regarding University Policies and Procedures for Undergraduate and Postgraduate students
- Assist, represent and attend meetings with students
- Appeals against intention to preclude
- Appeals against allegations of examination breaches and academic misconduct
- Practice based learning and placements issues
- Course issues such as remarking, resubmissions and appeals of finals grades
- Student complaints within University of South Australia
- Referral to other services inside and outside of the University

2. Scope of these Conditions

These conditions of service apply to the behaviour of all UniSA and Uni SA College students using the Advocacy service.

This includes behaviour at:

- 2.1 Any meeting with the Advocacy Officer, University Staff member or a third party.
- 2.2 Any communication with the Advocacy Officer, University Staff member, students or the general public including online communications
- 2.3 Conduct in any and all formal meetings as a part of the Academic Review and Appeals processes.

3. Principles for Users

The two principles that underpin behaviour for Advocacy Service users are:

- 3.1 Respect for students, University Staff members, Advocacy Officers and the general public.

3.2 Recognition that rights come with responsibilities

USASA has a duty of care to ensure a safe environment for all students and staff members and is obliged to take immediate action where a student's behaviour is inappropriate or interferes with the service itself, another student, staff member or the community.

Students who do not comply with the USASA's behavioural expectations may infringe on others' rights.

University of South Australia students are bound by the Code of Conduct for Students <http://w3.unisa.edu.au/policies/codes/students/Code-of-Conduct-for-Students.pdf> Any breaches of the University Code of Conduct by students will be reported to the appropriate head of school.

4. Our Service Commitment

Advocacy Service users have the right to;

- 4.1 Be treated fairly, equally and with respect by the Advocacy Officers.
- 4.2 Seek Advice in an environment free from all forms of harassment and discrimination.
- 4.3 Privacy and confidentiality concerning records, documentation and any other communication containing user personal information, unless consent is otherwise provided.
- 4.4 Be informed and actively involved in all matters regarding their cases.

Please see the Advocacy Service Charter for more information.

5. Conditions of Use of the Service

USASA Advocacy Officers can only help you to the extent to which you are willing to follow the advice and direction to which they provide.

Students accessing the USASA Advocacy Service agree to;

- 5.1 Treat Advocacy Officers, students, University staff and the general public fairly, equally and with respect and courtesy.
- 5.2 Behave responsibly and appropriately and ensure they conduct themselves in a manner which will not injure the reputation of the Advocacy Officers, USASA or the University.
- 5.3 Not physically or verbally harass others.
- 5.4 Follow the advice and directions of the Advocacy Officers if the user wants to continue using the service. We deserve the right to discontinue representation of a student.
- 5.5 Meet appointments that are made with Advocacy Officers.
- 5.6 Not use the names of USASA staff or carbon copy (cc) USASA staff in to emails without the permission of the Advocacy Officer.
- 5.7 Report any inappropriate behaviour of an Advocacy Officer to the Manager – Student Support & Retention.

USASA Reserves the right to refuse or discontinue any and all aspects of the Advocacy Service to students who are in the opinion of the Manager – Student Support & Retention in breach of these conditions.

Should you have any questions regarding the USASA Advocacy service please contact the Manager – Student Support & Retention.

Luis Gardezabal
Manager – Student Support & Retention.
Luis.gardeazabal@unisa.edu.au
8302 2889