

Welcome to the USASA Academic Advocacy Services.

Please read our Service Charter and Terms carefully.

If you do not agree to follow these standards and terms, you cannot use our services.

Service Charter

Eligibility

The Academic Advocacy Service is a free, confidential and independent service that is available to all enrolled University of South Australia students.

Scope of Services

Advocacy Officers work for the best interests of the student and will ensure that students are fairly represented by providing relevant information, referral and advice as well as acting as an advocate, liaison or support person on matters of:

- University Policies and Procedures for Undergraduate and Postgraduate students
- Requests for remarking and resubmissions
- Appeals against allegations of academic misconduct (including plagiarism and exam misconduct)
- Advice regarding University Academic and Assessment Policies
- Appeals against final grades
- Appeals against preclusions
- Issues with Academic and Professional Staff
- Referral to other services inside and outside of the University.
- Work Integrated Learning issues

Guiding Principles

USASA's Academic Advocacy Services will:

Clarity of purpose:

- Ensure all stakeholders have information on the scope and limitations of the service.

Student first:

- Ensure its Advocacy Officers will be non-judgemental and respectful of student's needs, views and experiences.
- Be transparent and as free from conflict of interest as possible.
- Be structurally separate from the University.

Empowerment:

- Ensure that students direct the work of the Advocacy Officers.
- Have a say in the level of involvement and style of advocacy support they want.
- Have the opportunity to influence the direction of the case to ensure it meets their needs.

Equal opportunity:

- Recognise the need to be proactive in addressing all forms of inequality, discrimination and marginalisation.
- Ensure its Advocacy Officers fairly and equitably allocate their time between clients.

Accessibility:

- Be free of charge.
- Ensure that premises, policies, procedures and information materials are accessible to the diverse University community.

Accountability:

- Have in place systems for monitoring performance and continuous improvement.

Confidentiality:

- Maintain the highest levels of confidentiality.

Complaints:

- Welcome feedback, including complaints, and provide a transparent process for receiving and addressing feedback.

Our Responsibilities

Our Advocacy Officers will:

- Abide by their employee Code of Conduct at all times
- Be honest, ethical and professional
- Treat you politely and fairly
- Act with care and diligence in the execution of our duties
- Listen to what you tell us
- Endeavour to use plain language in our communication
- Respond in a timely fashion when answering reasonable requests for information
- Maintain appropriate confidentiality
- Provide opportunities for you to give feedback regarding our performance
- Commit to continuously improve our quality of service.
- Consult widely to make sure that we include information from a range of views to determine the most appropriate way forward.
- Ensure timelines and quality in our interactions with all stakeholders.
- Answer phone calls promptly during normal office hours (8:30am – 5:00pm ACST)
- If we are unable to answer your call, we will ensure that you receive a response within 1 working day if a voicemail is left for us.
- Ensure we meet with you or arrange a time to meet within 5 working days of receipt of a formal request from you for assistance.
- Advocacy Officers will arrange a meeting with students at City West Campus, via teleconference technology or through phone.
- Advocacy Officers will travel to metropolitan campuses for meetings with Academic Staff if requested.
- Reply to correspondence (letter, or email) within 2 working days of receipt or, if we can't answer within that time, we will send you an acknowledgment and let you know when you can expect a reply
- Refer you to the appropriate organisation if the matter is outside the USASA's area of expertise.
- Give you the most accurate, up to date information available to us, within the limits imposed by confidentiality and privacy
- Keep case notes in USASA's Case Management system for continuity of service, and deal with your data in compliance with the USASA Data Management Policy and Procedure and USASA Privacy and Confidentiality Policy and Procedure.

Your Responsibilities

Students accessing our services will:

- Abide by the University of South Australia's [Code of Conduct for Students](#) at all times.
- Treat Advocacy Officers, students, University staff and the general public fairly, equally and with respect and courtesy.
- Provide accurate and complete information relevant to your case.
- Follow the advice and directions of the Advocacy Officers.
- Attend appointments that are made with Advocacy Officers.
- Not use the names of USASA staff or carbon copy (cc) USASA staff in to emails without the permission of the Advocacy Officer.
- Report any inappropriate behaviour of an Advocacy Officer to the General Manager

Feedback and Complaints

We welcome your comments and feedback regarding this service.

- If you have any feedback, comments or suggestions, please let us know by contacting the Advocacy Services Team Leader, Prashant Joshi.
- If you are dissatisfied or have concerns about our services, please discuss this with the person you dealt with as soon as you are able, or alternatively contact the Advocacy Team Leader and we will try to resolve your concerns immediately.
- If you are still not satisfied, please contact the General Manager at USASAGeneralManager@unisa.edu.au who will respond within five working days of hearing from you.
- You may lodge a formal compliment or complaint via: <https://usasa.sa.edu.au/about/complimentsandcomplaints>

Continuous Improvement

We will:

- Monitor and evaluate our services against the standards we have set in this document.
- Formally review this document once a year and adjust where appropriate.
- Report annually in USASA's Annual Report on the performance outcomes of the service.

Terms of Service

By accessing or using our website and/or services, you agree to comply with and be bound by the following terms and conditions:

Eligibility

- Our services are available to students currently enrolled at University of South Australia.
- By using our services, you confirm that you are a student, or you have the legal right to act on behalf of a student.

Scope

We provide advocacy services aimed at supporting students in various academic and administrative matters, including but not limited to:

- Assistance with academic grievances.
- Support in disciplinary proceedings.
- Guidance on academic policies and procedures.
- Mediation between students and the University.

Account Registration

- To access certain services, you will need to log in to your account at [USASA.sa.edu.au](https://usasa.sa.edu.au) (first time users may log in using their UniSA credentials).
- You agree to provide accurate, current, and complete information during the registration process.
- You are responsible for maintaining the confidentiality of your account information and password. You agree to accept responsibility for all activities that occur under your account.

Privacy and Confidentiality

- Your privacy is important to us. Please review our [Privacy and Confidentiality Policy](#), which governs how we collect, use, and share your information.

Limitations of Service

- Our services are advisory in nature, and while we strive to provide accurate and helpful information, we do not guarantee specific outcomes.
- We do not provide legal advice or representation.
- If your situation requires legal assistance, we recommend consulting a licensed attorney.

Student Client's Responsibilities

- You are responsible for following our guidance and any applicable institutional policies and procedures.
- You agree not to use our services for any unlawful purpose or in a manner that could harm our reputation or the effectiveness of our advocacy efforts.

Prohibited Conduct

You agree not to engage in any of the following activities:

- Providing false or misleading information and documents.
- Harassing or intimidating any staff member, student, or other individual involved in your case.
- Using our services to support any fraudulent or illegal activities.

Disclaimer of Warranties

- Our services are provided "as is" without any warranties, express or implied. We do not guarantee the accuracy, completeness, or reliability of the information provided through our services.

Limitation of Liability

- To the fullest extent permitted by law, USASA shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in connection with the use of our services.

Indemnification

- You agree to indemnify, defend, and hold harmless USASA, its board members, employees, and volunteers, from any claims, liabilities, damages, and expenses (including reasonable legal fees) arising out of your use of our services, website or violation of these Terms.

Termination

- We reserve the right to refuse, terminate or suspend your access to our services at any time, without notice, for conduct that we believe violates these Terms or is harmful to other UniSA Student, Staff member or USASA.

Governing Law

- These Terms shall be governed by and construed in accordance with the laws of South Australia, without regard to its conflict of law principles.

Changes to Terms

We may update these Terms from time to time. Any changes will be posted on our website, and your continued use of our services after any changes constitutes your acceptance of the new Terms.

Contact Information

If you have any questions or concerns about these Terms, please contact the USASA General Manager at: USASAGeneralManager@unisa.edu.au

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