Thank you for contacting the USQ Student Guild Advocacy Office.

Our role is to support you (an enrolled Student) with any situations that arise during your enrolment at USQ, in which you feel like you need support or assistance with.

We provide you an opportunity to discuss your problems and grievances (in relation to USQ) in a confidential and supportive environment. Our role is to assist you with who you need to talk to at USQ or what you can do about your problems and concerns.

We are able to help you manage:

- Academic Issues – and what to do about them;
- Liaising with USQ Staff – and/or act on your behalf;
- Understanding and protecting your Student Rights and Responsibilities;
- Advice about USQ Policies and Procedures;
- Referrals to relevant Faculties/Departments and Staff;
- Information about outside agencies who could assist;
- Assistance to lodge grievances (USQ related);
- Providing feedback to USQ on Policies that effect you;
- Representation and Advocacy at disciplinary hearings or meetings;
- Responses to Allegation Notices, Show Cause Letters, Special Consideration Application, Withdrawal without Penalty (WWP) and more...

So that we are able to help you with your matter we require that you complete our Student Information Form as well as our Privacy/Authority Form, if you do not complete all sections of these forms it may result in us not being able to provide you all the assistance that you need. We also require that you provide us with all Documents (as related to your matter) as listed on our Student Document’s List.

Again, if you do not provide us with all the documents that we request, it may result in our Advocacy Officer not understanding your issue and being able to help.

Once you have completed the Student Information Form, the Privacy/Authority Statement and collected the documents that relate to your issue, please contact us on 1800 076 301 to make an appointment to see one of our Student Advocacy Officers.

Alternatively you can email your completed documents to studentguild.enquiries@usq.edu.au and one of our Advocacy Officers will contact you within 2 business days.

We look forward to be able to helping you.

The USQ Student Guild Advocacy Office
Encl.

- Student Information Form
- Privacy/Authority Form
- Student Document List
- Chronology of Events
Student Information Form

Advocacy Officer: ___________________________ Date: _____/_____/20___

Student Details
First Name: ___________________________ Last Name: ___________________________
Date of Birth: _____/_____/_____ Student Number: ___________________________ Phone: ___________________________
Address: ________________________________________________________________
Student Email: __________________________________ Alternate Email: __________________________________

Best Method of Initial Communication:
☐ Phone ☐ E-Mail ☐ Face to Face ☐ Facebook ☐ Skype
☐ Recommendation by Faculty/USQ staff ☐ Recommendation by Student/Friend

Campus:
☐ Toowoomba ☐ Ipswich ☐ Springfield ☐ Distance Education ☐ Other: _________________________

International Student: ☐ Yes ☐ No

Sponsored Student: ☐ Yes - Sponsor Details: ___________________________

☐ Yes No

Program Details:
☐ Postgraduate ☐ Undergraduate ☐ Research ☐ Non Award
Faculty/School of study: BELA / HES / OAC Program: ___________________________
Courses Involved: ___________________________ Semester: ___________________________
Lecturers/USQ Staff Members Involved: ____________________________________________

Assistance Regarding:
☐ Appeals (Final Grades / Exclusion / Academic Integrity)
☐ Academic Integrity (including Misconduct)
☐ Enrolment / Assessment / Conceded Pass / University Regulation
☐ WWP / Special Consideration or Similar
☐ Grievance with University / Faculty / Department / Staff Member
☐ Harassment
☐ Other (Please Specify) ___________________________

Representation Required: ☐ Yes ☐ No

_______________________ ___________________________ _____/_____/20
Student Signature Advocacy Officer Signature Date

www.studentguild.com.au
I _________________________________________________, (full legal name) of _____________________________ (current residential address) hereby authorise and give my permission to the USQ Student Guild Advocacy Office to act on my behalf, as my representative. I authorise the USQ Student Guild Advocacy Office to make enquiries on my behalf in relation to all matters with respect to my student affairs and records as held in my name or as identified by my Student Number of ____________________.

I hereby appoint the USQ Student Guild Advocacy Office as my Student Advocate (as defined in the University of Southern Queensland’s Policy and Procedure Library [TRIM Record No 15/1862PL]) in accordance with the University of Southern Queensland Policies and Procedures, namely Academic Appeal Procedure, Non-Academic Appeals Procedure, Student General Misconduct Procedure and the University Appeal Procedure.

I further hereby authorise and permit the USQ Student Guild Advocacy Office to send and receive, access, share (with the relevant involved parties) and hold my personal and private information as a Student of the University of Southern Queensland.

This Authorisation shall be considered valid until such time that the matters I have sought assistance from the USQ Student Guild Advocacy Office from have concluded or until such time that I revoke my authority in writing.

I agree and confirm that any and all acts carried out by the USQ Student Guild Advocacy Office on my behalf, in relation to this matter, shall be considered as having the same effect as if I was to have undertaken the particular act or actions myself.

I confirm that I have read and understood this Privacy/Authority statement.

________________________________ (Student Signature) ____________________ (Date)

________________________________ (Student Name)

________________________________ (Student Number)

Form of Student Identification (Copy to be attached): ________________________________

Student Signature ____________________________ Advocacy Officer Signature __________/____/20
# Chronology of Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Action Taken</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Student: 
---
Student name and Student Number

Advocate: 
---

Case Type: 
---

---

Student Signature
---
Advocacy Officer Signature
---
Date
---
Student Document List

Documents that you **MUST** provide to our Student Advocacy Office:

- Student Information Form – completed by you
- Chronology of Events – completed by you
- Student ID Card
- Latest USQ Transcript (unofficial) – This document can be downloaded from your Student Centre
- Any correspondence to or from you with respect to your matter

Other Documentation – Please only provide the documents as they are applicable to your case:

- Initial Allegation Letter
- Student response to the initial letter
- Any communication regarding the case with the Faculty or Faculty Members or Student Relationship Officers (SRO’s)
- Student assignment and marking criteria
- Markers Feedback on the assignment
- Final Response from USQ
- Medical Certificates
- Letters related to the case (i.e. from work, school, medical practitioner)
- Evidence that you will no longer be affected by the same issues
- (If financial issues) Documents relating to your finances
- Any other document/s, letter/s, or report/s that you believe will support your case

Documents required to be provided by **International Students and USQ Sydney Education Centre Students ONLY**:

- Student Letter of Offer for the Program
- Student’s Acceptance of Offer for the Program
- Confirmation of Enrolment Letter (only applicable for International On-Campus Students and USQ-SEC Students)
- Passport and Visa Documents (only applicable for International On-Campus Students and USQ-SEC Students)