Guild Academic Assistance
The Guild provides a range of supports to help students with academic issues. Education Officers are available to provide information, support and advocacy on a range of academic matters. They can provide advice on University policies and procedures, assist with letter writing, attend University meetings with you or on your behalf, and can provide assistance in other ways. Contact an Education Officer if you:

- Would like to discuss your options regarding an academic concern.
- Have concerns that personal events are affecting your studies.
- Would like someone to attend a University meeting with you.
- Would like some assistance in writing a letter to the University.
- Have received a mark you are not happy with and would like to discuss it with someone.
- Would like to talk about an appeal.

Types of assistance
Education Officers can assist in a number of ways:

APPEALS
Appealing Academic Assessment
If you believe the marking of any component of a unit or the final grade received does not reflect the value of the work, you may have grounds for an academic appeal.

Appealing the Application for Special Consideration
Where you have made a request for special consideration such as variation to an assessment deadline, discretionary marking, a deferred examination, or late withdrawal from a unit and are unsatisfied with the outcome of your application.

Appealing against the application of Scaling or Other Adjustment Systems
The appeal process allows you to appeal the application of scaling/adjustment in your assessments if you believe that it has not been applied according to the policy.

Appealing the Non-Adherence to the Assessment Mechanism Statement
Where you believe that an assessment has not been carried out in accordance with what is stated in the unit outline.

Appealing Against Other University Decisions
Appealing other university decisions.

Appealing the Award of Progress Status
If you have received notification that you are on probation or have been sanctioned (asked to repeat a year or excluded from study for a period of time), you may have grounds to appeal if you believe this decision was made in error.

SHOW CAUSE
If circumstances outside your result in you being suspended or excluded from your course you are able to submit relevant information showing the impact, so that the University can review its decision.

ACADEMIC MISCONDUCT
The university has policies relating to Academic misconduct and plagiarism in order to ensure academic integrity. If an allegation has been made against you, we can assist you. These regulations incorporate an appeals process.

SPECIAL CONSIDERATION
Significant and unforeseen events can sometimes impact significantly on your academic preparation and performance. The University recognises this, and has developed a Special Consideration Policy.

If a situation occurs which is impacting on your academic performance then you may be eligible for special consideration. Ultimately, it is the Faculty’s decision, however the Guild Education Officers may advocate on your behalf and assist you to collate the relevant information.

COMPLAINTS/GRIEVANCES
A “Complaint” or “Grievance” can be any issue related to your university experience that causes dissatisfaction or distress, and for which the university has responsibility.

An Education Officer can give you feedback on what steps you can take.

Education Officers are employed by the Guild to assist students in a confidential environment. They can discuss with you whether there are grounds to lodge a complaint.
How to access assistance
If you are having difficulties and would like to talk about your situation, you can email education@guild.uwa.edu.au or phone 64882295 for further information. An Education Officer will contact you, and discuss avenues and support options that may be available to you.

Problems often get worse the longer you leave them. So don't struggle by yourself. Contact an Education Officer – there is support.

For more information contact:

GUILD EDUCATION OFFICERS:
Senior Education Officer - Marianne Neave

Education Officer - Clare Hannell

Marianne & Clare provide academic assistance and are a first contact point for all academic issues and access to the information identified in this flyer.

Education Officer (Welfare & Financial) - Jessica Toon

Jessica Toon has responsibility for student support in the area of welfare and financial issues.

PHONE: 6488 2295
FAX: 6488 1200
EMAIL: education@guild.uwa.edu.au (confidential email service)

GUILD STUDENT CENTRE:
Reception
Phone: 6488 2295
Fax: 6488 1200
Email: enquiries@guild.uwa.edu.au
Web: www.guild.uwa.edu.au

STUDENT REPRESENTATIVES:
For a list of student representatives go to www.guild.uwa.edu.au or in your 2011 Guild Diary (available at membership activation from the Student Centre).

Your 2012 Guild Education Council President is:

Naomi Elford

Phone: 6488 2295 or Email: ed@guild.uwa.edu.au

Other Guild services provided through the Student Centre:

- Welfare Assistance
- Financial Assistance