

STUDENT RIGHTS & RESPONSIBILITIES

UTSSA STUDENT ADVOCACY SERVICE

Your rights as a client of the Student Advocacy Service

- Students have the right to be treated with dignity, respect and without judgement regardless of age, gender, sexual orientation, disability, cultural and linguistic background and religious or spiritual beliefs.
- Students have the right to revoke their consent to liaise with other faculties and units within UTS that are deemed necessary to assist with your case. This can be done at any time.
- Students have the right to bring a support person along to meetings with the UTS Student Advocacy Service if desired.
- Students have the right to terminate their involvement with the UTS Student Advocacy Service at any time during the provision of service.
- Students have the right to be informed about the handling of any information they provide to the Student Advocacy Service (see Confidentiality & Privacy statement).

Your responsibilities as a client of the Student Advocacy Service

- Students are expected to provide information and/or documentation prior to the day of their scheduled appointment time. After making an appointment students need to forward a brief email about the nature of their enquiry. Students who have received an allegation need to also include a draft response to the allegation.
- Students are expected to attend appointments on time or, if running late or unable to attend, inform the Students' Association office as soon as possible so that alternate arrangements can be made if required.
- Students are requested to bring an electronic device to their appointment so that their on-line student account can be accessed if required.
- The University rules require students to maintain a standard of conduct whilst on University premises. Unacceptable behaviours which compromise our ability to provide you with assistance or advice, particularly abusive or aggressive behaviours, will result in a student's access to the UTS Student Advocacy Service being reviewed.
- Students are asked to be mindful that there is an end limit to the services offered by the Student Advocacy Service. When applicable, this will be explained by the service and appropriate referrals may be provided to the student.