

# GUILD ADVISORY SERVICE



## WHAT IS THE GUILD ADVISORY SERVICE?

The Guild Advisory Officers (GAOs) are professional staff who form a core component of the Guild – providing advocacy, support and referral services for you.

Being independent from the University, GAOs are your voice in any disputes with ECU, and represent your interests during your time at university.

They have an inclusive policy, welcoming all students to access services. Please feel free to contact a Guild Advisory Officer if you need help!

There are Guild Advisory Officers located on each metro campus and can conduct appointments face to face campus or by phone and Telehealth..

## OUR GUILD ADVISORY OFFICERS CAN:

- Guide you through the academic appeals process when appealing a result, academic progression status, or other university decision
- Advise on ECU's various rules and requirements relating to your individual circumstances
- Assist you with writing appeal letters
- Help you resolve grievances (formally or informally)
- Attend University meetings with you as a support person
- Provide support if you are accused on academic misconduct
- Refer you to relevant services if you have legal, housing or tenancy issues
- Advocate on your behalf in instances where ECU staff are not following the correct processes
- Refer you to the appropriate University support services if you are unsure where to go

Remember: Guild Advisory Officers are independent and therefore do not have access to your records. Please bring all relevant documents with you to your appointment.

**Book via [ecuguild.org.au/advisory-service](https://ecuguild.org.au/advisory-service) or call (08) 6304 2640**

JOONDALUP  
Building 34.215

CITY CAMPUS  
Guild Office, Level 4

SOUTH-WEST  
(by Telehealth)

# ACADEMIC ADVOCACY

Are you having issues in relation to your studies?

The Guild Advisory Officers can help you navigate your way through a range of different issues including:

- Appeals against grades, exams, decisions
- Academic Misconduct issues
- Academic Progression Status Reviews
- Complaints to ECU and/or National Student Ombudsman
- Deferrals, extensions, exams and assessments
- Informal/Formal reviews
- General Misconduct
- Applications to resume your course
- Special Consideration/resubmission
- Student Appeals Committee Meetings
- Withdrawal Without Financial and/or Academic penalty

Students are our priority. We can provide advice to individual students about your rights and responsibilities within the University and advocate on your behalf if you need us to.



## PERSONAL/FINANCIAL SUPPORT:

We are here to support and empower you. We can provide a range of advice, guidance and referrals to help you with:

- Food poverty, including referrals to local foodbanks
- Information about welfare and health services
- Guidance and referral to support for personal issues
- Information about emergency financial support options for those experiencing financial crisis
- Referrals to financial counselling
- Referrals to other professional services.



## BOOKING AN APPOINTMENT:

We can facilitate appointments face to face on our Joondalup or City Campus, or can provide telephone or telehealth appointments where requested for South West, external and overseas students.

You can make an appointment online, via this link:  
<https://ecu-student-guild.cliniko.com/bookings>

