

La Trobe University Independent Student Advocacy Service Charter

Our Principles

Student Advocacy provides a free and confidential service to all La Trobe students studying at our Australian campuses, regardless of their study mode, offering free and independent advice, support, representation and assistance on a broad range of topics and issues including:

- Academic Progress
- Special Consideration
- Results and assessments
- Academic Integrity Misconduct
- General Misconduct
- Refunds and Remission of Debt
- Enrolment and Administration
- Disability support and learning access
- Placement
- Appeals

Support is provided to students by a Student Advocate. An Advocate is an independent support person who will empower you to work with La Trobe to find a solution to a problem or concern. Advocates provide impartial support because they are independent from the University. They will listen to you with no judgement, be respectful, maintain privacy and explain the University's rules and processes. They can aid with administrative issues, such as complaints or any issues within the University, in a confidential, safe setting.

Our Purpose

Student Advocacy is funded by the Student Services and Amenities Fee (SSAF) and is independent of La Trobe University (including staff, academics, managers or executive leadership) in its decision-making, services, advice and support.

Services align with the Higher Education Support (Student Services, Amenities, Representation and Advocacy) Guidelines 2022 which require the provision of services including:

“advocacy and referral services for all students enrolled at the [Higher Education Provider] across a range of academic, procedural and administrative issues in respect of issues relating to equity, discrimination, harassment, grievances, complaints, disputes, exclusion, discipline and misconduct, supervision, and unsatisfactory progress.”

- We do not speak to the University about issues you raise with us unless you ask us to act on your behalf.
- We do present de-identified statistical data on the use of the service as required by the reporting requirements of the SSAF funding model and institutional SSAF governance.

Our Commitment

- We maintain impartiality and independence from the University in the services we provide.
- We ensure confidentiality in accordance with privacy and confidentiality laws.
- We are guided by the principles of fairness and equity.
- We act in the overall best interests of the student within the boundaries of the University's statutes, regulations, policies and procedures.
- We ensure that all parties are aware of all relevant case information, issues and updates.
- We have the right to speak and make submissions on behalf of students if requested.
- We are free of any interests that conflict with our roles as Student Advocates.