Student Advocacy.

Service Charter

How to get the most from us

- Get in touch early
- Share clear information and collaborate with us to resolve your concern

SCAN ME

Our Student Advocacy Service Charter is our commitment to you. It outlines what you can expect from us, how we work, and how we'll support you through university processes.

Who we are

Sometimes problems happen between you and the university - and that's where we come in.

- We are a free and confidential service, independent of the University's decision makers.
- We're not part of your academic team or teaching area
- We won't share your information without your permission
- We guide you through university policies and processes

Who we support

We support all Federation students on all campuses, including:

- TAFE, undergraduate and postgraduate
- Online and partner provider students
- We support both international and domestic students

How we work

Our goal is to give you the tools and knowledge to manage your situation - you're the expert in your own experience.

- Book online via the Student Advocacy webpage

How we can help

We help you understand your options and navigate university processes.
We can:

- Listen and provide advice
- Give clear, practical guidance
- Help you work towards resolving your concerns
- Explain your rights and responsibilities
- Help you understand letters, emails and timelines
- Support you with complaints, appeals and academic issues
- Help you draft documents and prepare for meetings
- Attend meetings with you
- Connect you with the right services
- We can explain University policies and procedures.

What we can't do

- Investigate complaints or change decisions
- Change marks or staffing decisions
- Provide counselling or legal/visa advice

Federation University

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