

CHECKLIST FOR MAKING A REQUEST FOR ASSISTANCE

The following checklist is meant as a guide for students to ensure they have exhausted all other avenues of complaint before lodging a formal Request for Assistance with the Student Ombuds Office at UTS:

Error in mark or grade

- ☐ I have discussed the matter with the Subject Coordinator.
- ☐ The Students Association (9514 1155) have provided me with advocacy advice and support and can no longer be of assistance.
- ☐ I have discussed the matter with the Responsible Academic Officer and I am dissatisfied with their determination.

Review of final subject assessment results

- ☐ I have unsuccessfully lodged an application for review to the Student Administration Unit.
- ☐ I have discussed the matter with the Responsible Academic Officer and I am dissatisfied with their determination.
- ☐ The Students Association (9514 1155) have provided me with advocacy advice and support and can no longer be of assistance.

Special Consideration

- ☐ I have unsuccessfully lodged an application for Special Consideration.
- ☐ The Students Association (9514 1155) have provided me with advocacy advice and support and can no longer be of assistance.
- ☐ I then discussed the matter with the Responsible Academic Officer and I am dissatisfied with their determination.

Administrative matter

- ☐ I have been to the Student Centre or administrative unit.
- ☐ I discussed the matter with the Student Centre Manager or head of the administrative unit and am dissatisfied with their determination.

Meeting with the Student Ombud

- ☐ I have read the Student Ombuds Office *Terms of Reference*.
- ☐ I have completed a *Request for Assistance Form*.
- ☐ I have identified my desired outcomes from most desired to least desired. (I understand that there is no guarantee of favourable outcomes and results may even be unfavourable).
- ☐ I will provide copies of all relevant documents for example correspondence, emails supporting documentation and subject outlines.