

# MAP STAGE 3

*Academic Appeals Kit*

This booklet is designed to help guide students through the process of making a MAP 3 (Monitoring Academic Progress and Exclusion) appeal. This guide can be used as a tool to enable students to work through their MAP 3 appeals on their own or with the support of a USC Guild Advocate.

*We acknowledge the Gubbi Gubbi people as the traditional custodians of the land on which the University now stands. We pay our respects to the elders past, present and emerging and we recognise the strength, resilience and capacity of the Aboriginal people of this land.*

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# Relevant Policies & Procedures

## **USC Student Charter**


The Student Charter sets out what students can expect from the University, and what in turn is expected of students.

 [www.usc.edu.au/learn/current-students/student-charter](http://www.usc.edu.au/learn/current-students/student-charter)

## **Student Conduct and Discipline - Governing Policy**

 [www.usc.edu.au/explore/policies-and-procedures/student-conduct-governing-policy](http://www.usc.edu.au/explore/policies-and-procedures/student-conduct-governing-policy)


## **Equity and Diversity - Governing Policy**

 [www.usc.edu.au/explore/policies-and-procedures/equity-and-diversity-governing-policy](http://www.usc.edu.au/explore/policies-and-procedures/equity-and-diversity-governing-policy)


## **Monitoring Academic Progress and Exclusion - Academic Policy**

 [www.usc.edu.au/explore/policies-and-procedures/monitoring-academic-progress-and-exclusion-academic-policy](http://www.usc.edu.au/explore/policies-and-procedures/monitoring-academic-progress-and-exclusion-academic-policy)


## **Monitoring Academic Progress and Exclusion - Procedures**

 [www.usc.edu.au/explore/policies-and-procedures/monitoring-academic-progress-and-exclusion-procedures](http://www.usc.edu.au/explore/policies-and-procedures/monitoring-academic-progress-and-exclusion-procedures)

## **Student Reviews and Appeals - Procedures**

 [www.usc.edu.au/explore/policies-and-procedures/student-review-and-appeals-procedures](http://www.usc.edu.au/explore/policies-and-procedures/student-review-and-appeals-procedures)

## **Student Compliments, Feedback or Grievances**

 [www.usc.edu.au/learn/student-support/have-your-say/compliments-feedback-or-grievances-complaints](http://www.usc.edu.au/learn/student-support/have-your-say/compliments-feedback-or-grievances-complaints)

## **USC Student Guild: Student Rights and Support**

 [www.uscstudentguild.org.au/advocacy](http://www.uscstudentguild.org.au/advocacy)

# First Steps

Dont panic. We are here to help.

## **2.1 Show Cause**

What does it mean to show cause?

Because your academic progress has fallen below what is required by USC Standards. The university requires you to provide supporting documentation that demonstrates the cause of the issues and the steps you are taking to remedy the situation.

This kit provides examples of the type of supporting documents you may be able to provide, lists of helpful support services as well as templates to aid you in your appeal.

## **2.2 Understanding time-frames**

It is extremely important that you make note of due date the University has set for your appeal submission. This information will be in the email or SMS you received from the University. Your Guild Advocate will also need this information at the intake interview or phone call interview if you are seeking our support.

If you are managing your own appeal, please put this due date in your phone/diary as a reminder. It can be an overwhelming experience gathering your supporting documents and this date can slip past easily if you are not mindful of it.

If you are making an appointment with the Advocacy service, please be aware that appointments fill quickly during end of year appeals. Please make an appointment as soon as you can to ensure your submission is managed within your time frame.

## **2.3 Making an Advocacy Appointment**

You can make an appointment via email at **advocacystudentguild@usc.edu.au** or drop into the office located inside the Uni Club building.

If you are enrolled at one of USC's regional campuses; South Bank, Gympie, Caboolture or Fraser Coast, you can make an appointment over the phone or via email (we can manage your case via email and phone).

If you are required to attend an interview after your submission has been considered, one of the Student Guild Advocates can attend with you as your support person at your request. Please phone **5456 3742** (Advocacy) or, **5456 3769** (Guild office) for an appointment.

If you have a MAP 1 and/or MAP 2 Academic Improvement Plan, it is important that you bring this to your advocacy appointment.

### **2.3.1 Possible Supporting Documents**

#### **Medical & Health:**

Medical Certificates Reports or Letters, Letters from Counsellors, Psychologists or Disability Support Officers.

#### **Personal:**

Statutory Declaration, Copy of Police Reports, court documents or letters from lawyers, Death certificate, Letters from Doctors, Counsellors or Psychologists.

#### **Work & Financial:**

Letter from Centrelink, Payslips, Emails or letters from an employer, Letters from debt collection agencies, correspondence with financial counsellors.

#### **Family:**

Letters from counsellors or doctors, proof of centrelink carer payment, Letters of support from family members, close friends or work colleagues.

#### **Housing & Accommodation:**

Rental agreement, letter from real-estate, proof of address.

#### **Transition:**

Letters from Doctors, Counsellors or Psychologists, Transcripts from previous TAFE courses, support networks/social groups you have joined.

#### **Academic:**

Details of correspondence showing if you have asked for help, contacted your lecturers/tutors or used any USC services. This can include emails, appointment times/notices. Proof of academic ability and past academic achievements such as certificates and diplomas.

# Issues and Potential Solutions

Your Student Guild can provide contact details for support services that you may need. Please let us know if we can help you link in with the right networks/groups on the Sunshine Coast to help you flourish.

## **Medical/health issues**

### *Examples:*

- A physical or mental health condition.

### *Possible Solutions:*

- Registering with USC Disability Services
- Are you engaging/considered engaging with a support group?
- Have you considered counselling?

## **Personal issues:**

### *Examples:*

- Loss of a close family/friend
- On-going legal issues
- Victim of crime

### *Possible Solutions:*

- Have you sought legal advice?
- Are you seeking grief counselling?



## **Employment & Financial issues:**

### *Examples:*

- Workplace harassment
- Loss of hours/contract
- Facing bankruptcy

### *Possible Solutions:*

- Lodged a complaint with the Fair Work Ombudsman
- Sought support from a financial counsellor?
- Engaged in budgeting workshops?
- Spoken with your bank manager and/or the finance support services linked to your lender?
- Are you registered with a local job network?
- Have you engaged the USC Careers Hub?
- Have you made an appointment with a social worker at Centrelink to discuss possible support payments?

## **Family/living arrangements:**

### *Examples:*


- relationship issues
- family obligations
- access to internet/resources for study.

### *Possible Solutions:*

- Have you considered counselling?
- Are you linked in with Relationships Australia?
- Do you know where the 24 Uni labs are on campus?
- Do you need financial support to replace/purchase a laptop?
- Do you have a study group?
- Have you contacted USC's Tenancy Officer for rental issues?

# Show Cause Response

The email or SMS you received from the University will provide you with a link to Show Cause. This is what the Show Cause response page looks like:



Rise, and shine.

## Show Cause response

Student: Nikki Wood

The 'Show Cause' process is a formal procedure that allows you to present your case as to why you should not be excluded from studying at USC, and should be approved to continue your studies.

Submit your Show Cause Response by addressing each question below. Please enter your responses in the spaces provided and only attach documentation to support your responses.

View the [Show Cause Guide](#) for information to assist you with your answers below.

Please describe the circumstances that impacted on your academic performance. (provide supporting documentation where possible) \*

What action/s did you take to improve your academic performance when you were previously placed on MAP 2 Monitored Enrolment? (provide supporting documentation where possible) \*

If you are permitted to continue studying, what action/s will you take to improve your academic performance? \*

Attach your documents

No file chosen

[usc.edu.au](http://usc.edu.au)

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Tips for completing the Show Cause Response:

**Please describe the circumstances that impacted on your academic performance:**

Identify the non-academic problems or issues affecting your studies

This is where you explain what has been happening in your life and how that has impacted your studies. This is where you make reference to your supporting documents, such as the assistance you may have received from Student Wellbeing, your GP or other support services (see list of potential supporting documents in 2.3.1).

All students have strengths and weakness when it comes to learning and study. When students experience external or internal hurdles to academic success, weaknesses can be exasperated. This is where you reflect on your own study habits and/or issues surrounding your ability to competently complete your academic requirements.

**What action/s did you take to improve your academic performance when you were previously placed on MAP 2 Monitored Enrolment?**

Provide details of how things have been improving for you and what steps you are actively taking to overcome these problems (see list of potential solutions in section 3). The main focus here is to outline what you are willing and prepared to do to improve your academic performance. Please see section 5 for the USC support service that can help you design a plan that can put you in a better position come Semester 2, 2018.

**If you are permitted to continue studying, what action/s will you take to improve your academic performance?**

This is where you outline how you will strengthen your learning and study habits in relation to the reflections in the above section. For academic support/ disability support for your future academic success, please see section 5.1.1 for the contact details to the USC academic support services.

# Getting Support

## 5.1 University Services

There are many different support services offered to students at USC. If you have been engaged with a USC support service, we suggest you make contact with that service to help you with gathering supporting documents.

**All services are free to USC students.**

### 5.1.1 Academic and study support

USC offers a variety of one-to-one, group and online academic and study support services, these services include:

**One-to-one support** from academic skills advisors and the student success team. USC offer both 15 minute drop-in sessions and 30 minute booked appointments and each student is entitled to six 30 minute appointments per semester. Appointments can be made online through USC's Student Hub. Assistance with research is also available through the library.

**Workshops & Group Sessions** including tertiary enabling courses, pre-semester study essentials workshops covering academic writing and study skills, english language support for those from non-english speaking backgrounds. USC also has a Peer Assisted Learning (PAL) program and the USC Library also runs regular drop-in sessions for TPP and undergrad students.

**Online Support** USC offers live on-line academic skills advice through the Yoututor service. This service is available between 3pm midnight from Sunday to Friday (ending Week 13). Yoututor can be accessed via Blackboard, USC Community, My Organisations, Yoututor.


#### **More Information:**

[www.usc.edu.au/learn/student-support/academic-and-study-support](http://www.usc.edu.au/learn/student-support/academic-and-study-support)

<https://studenthub.usc.edu.au/students>

### **5.1.2 Student Success Team**

This team can help you with your Academic Improvement Plan.


 (07) 5430 2890

 [studentsuccess@usc.edu.au](mailto:studentsuccess@usc.edu.au)

### **5.1.3 Student Wellbeing**


#### **Counselling services**

USC's counsellors can listen to your concerns, help you clarify key issues and assist you in developing strategies for either resolving the problem or dealing with it more effectively.

 (07) 5430 1226


#### **Disability and equity**

If your studies are affected by a disability, learning disorder, injury or illness, Disability Services can provide assistance, advocacy, and reasonable academic adjustments.

 (07) 5430 1226

# Student Guild Services


## 5.2.1 Welfare Support

 (07) 5456 3742

 [welfarestudentguild@usc.edu.au](mailto:welfarestudentguild@usc.edu.au)

- Money minded budgeting workshops
- Emergency Food Bank. Food and personal supplies
- Referrals to student clubs and societies
- Tenancy advice
- Referrals to free Legal advice

## 5.2.2 Advocacy service

 (07) 5456 3742

 [advocacystudentguild@usc.edu.au](mailto:advocacystudentguild@usc.edu.au)


- Referrals to legal centres
- Assistance with all academic advocacy issues, including discrimination, bullying, complaints and appeals.

**All services are free to USC students**

# Community Services

## Ochre Health Medical Centre

Medical Centre in Sippy Downs, Walk-in service available at all times with on-call doctor.

 (07) 5373 0700


 [www.ochrehealth.com.au](http://www.ochrehealth.com.au)

 Mon–Fri 8am-7pm / Sat, Sun, Public Holiday 9am–4:30pm

 9 Ochre Way, Cnr Sippy Downs Drive & Power Road

## Beyondblue


Beyondblue promotes good mental health, tackles stigma and discrimination, and provides support and information on anxiety, depression and suicide to everyone in Australia.

 1300 22 4636

 [www.beyondblue.org.au](http://www.beyondblue.org.au)

## Qstars: QLD Statewide Tenant Advice and Referral Service

Qstars can assist with understanding your tenancy rights and responsibilities, tenancy forms and provide advocacy and support in resolving tenancy issues

 1300 744 263

 [www.qstars.org.au](http://www.qstars.org.au)

## Momentum!


MOMENTUM! UniConnect: mobilizing students to transform the world. Student Support, Chaplaincy, Activities, Peer Mentoring, Faith Discussions.

 0419 034 295 ( Chaplin Shane Brigg)

 [facebook.com/groups/Momentum.UniConnect/](https://facebook.com/groups/Momentum.UniConnect/)

## Red Frogs


Red Frogs is a support network for university students and school-leavers. The Red Frogs Crew participates in many events that are attended by school leavers and university students, such as schoolies week, uni parties.

 1300 557 123

 <http://au.redfrogs.com/>

## **Lifeline**


Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

 13 11 14

 [www.lifeline.org.au](http://www.lifeline.org.au)

## **SunCoast Community Legal Service Inc**

The SunCoast Community Legal Service provides general legal advice and appropriate referrals for most general law and family law matters.

 (07) 5443 7827

 [www.suncoastcommunitylegal.com](http://www.suncoastcommunitylegal.com)

## **Suncoast Care**


A not-for-profit organization reaching the Sunshine Coast with food and aid.

 (07) 5441 4877

 <http://suncoast.org.au/care>

## **Relationships Australia**

Relationships Australia offer a number services include counselling, family dispute resolution (mediation) and a range of family and community support and education programs to help with adult trauma, mental health, family safety, gambling addiction, violence prevention and rainbow counselling service.

 1300 364 277

 [www.relationships.org.au](http://www.relationships.org.au)

## **Headspace**

Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12–25 year olds. This service covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.


 (07) 5409 4900

 [www.headspace.org.au](http://www.headspace.org.au)



### **DV Connect: Crisis Support Queensland**


DVConnect offers a variety of services for anyone affected by domestic or family violence including a 24/7 'crisis hotline' and practical assistance such as counselling, intervention, transport and emergency accommodation for Queensland women and children who are in danger from a violent partner or family member.

 1800 811 811

 [www.dvconnect.org](http://www.dvconnect.org)

### **ID Care: National Identity Support Service**


IDCARE offers services to support people that have been the victim of identity theft , they can also provide advice about how to better protect your identity.

 1300 432 273

 [www.idcare.org](http://www.idcare.org)

### **Australian Mens Shed Association**

The Australian Mens Shed Association (AMSA) provides a number of services aiming to improve the health and wellbeing of members and reduce the number of men who are at risk from preventable health issues that may emanate from isolation.

 1300 550 009

 <http://mensshed.org>