

Seek Assistance

Options for seeking advice include:

- Asking advice from a university staff member
- Talking to the Head of your Faculty or College
- Contacting Student Services such as:
 - Discrimination and Harrassment Officer
 - Counsellors / Student Equity and Wellbeing
 - Student Mentors
 - Student Conflict Support Service
 - International Student Support
 - Student Association

Find out more about the services your university offers by searching from the home page.

Circumstances in which you may consider seeking assistance from other people or services include:

- If a conflict persists after you've had a conversation with the people involved
- You feel that someone's behaviour breaches university policy
- You feel unable to approach the person you're in conflict with personally about the issue
- You would like to have a conversation with the person you're in conflict with but would like some advice before you do
- You would like to find out more information

What are some key considerations in seeking advice?



1. Know your rights.

Accessing university services (face-to-face or online) can assist you in learning more about university policy and student requirements. Being clear on what the expectations are for a university staff member or fellow student and yourself as a student can give you more confidence in having a conversation about a conflict. It is also important to know if any guidelines or policies exist that may support you, such as:

- Student policies
- Teaching and Course Management
- Ethical conduct
- Academic governance
- Discrimination and harrassment



2. How have similar conflicts been handled in the past?

Conflicts are heard and resolved every year on issues such as exam marks, granting of extensions, complaints over classmate's behaviour in class or concerns with a supervisor's point of view on an issue. Many conflicts are not new, but are likely to have occurred at your university before.

Consider who would be the best university contact to:

- Advise you on the outcome of similar cases
- Discuss what has happened with different approaches to similar conflicts in the past
- Advise you about what the university policy says or about complaints procedures that exist

This information can be useful to determine which course of action you might like to pursue.



3. Who can help support you?

You may decide to have an informal conversation with the person you are in conflict with but you would like a student advocate or support person to come with you. Or you may want to have a conversation on your own but would like some advice on what you should say. That's OK! It's what the student services at university are there for.

Think about:

- Who could help you prepare for the conversation?
- Can you make an appointment with a student advocate or university support service to discuss communication skills?
- Will someone role play the conversation with you?
- Can someone proof read an email you want to send or give advice on the contents of a letter?

There are services on offer at your university for both on-campus and off-campus students that can help you with your needs.