

Guidelines for Student Support

Eligibility and access

Registered members of Uni Hub Playford may access student support services provided by a Student Advisor. Support is primarily provided to university students under the Suburban University Study Hubs initiative.

Other students or members of the public may access support if resources are available (*for more information, please refer to Uni Hub Playford's Access and Registration Policy*).

Students can get support with the following:

- Academic and study support
- Help with enrolment and navigating university systems
- Guidance on career and education pathways

Support is delivered exclusively in person at Uni Hub Playford. Eligible students may schedule appointments in advance or attend during staffed hours without a prior booking, subject to availability.

Individuals who are not currently enrolled at university but wish to explore education or career pathways are encouraged to contact Uni Hub via email or visit during staffed hours for a discussion with a Student Advisor.

Booking procedures

Appointments with a Student Advisor can be made via Uni Hub Playford's official booking page. A range of time slots are available during staffed hours.

If the available times do not meet a student needs, they may contact Uni Hub Playford via email to request an alternative time.

Booking guidelines

- Students may book multiple appointments per week depending on their academic needs.
- To ensure equitable access, bookings are limited to one appointment per day, with each session lasting between 45 to 60 minutes.
- If a student is unable to attend a scheduled appointment, they are expected to cancel in advance and notify staff via email.
- Students are encouraged to bring relevant documents to their appointments, (e.g. assessment outlines, current drafts or feedback from lecturers).

Upon booking an appointment, students will be asked several required questions to ensure appropriate support is provided.

Scope of academic and study support

Uni Hub Playford provides general guidance aimed at developing core academic competencies including:

- Academic writing and references techniques.
- Research and information literacy.
- Time management and study strategies.
- Understanding assessment criteria and expectations.

Feedback on student work may include:

- Structure and clarity of arguments.
- Referencing and citation accuracy.
- Writing structure (e.g. sentences and paragraph construction).
- General writing conventions (grammar, tone and coherence).

Note: Uni Hub does not offer comprehensive proofreading services. The focus is on skill development and fostering independent learning.

Expectations of students

To ensure productive and meaningful sessions, students accessing the service are expected to:

- Arrive prepared with specific questions or relevant materials.

- Respect scheduled appointment times and cancellation procedures.
- Engage actively during sessions and follow up on advice provided.
- Use the service appropriately and not for proofreading or assessment completion.

For feedback or clarification on assessments, students are encouraged to email relevant materials or questions at least one day prior to their appointment. This allows the Student Advisor to prepare and provide targeted support.

Limitations of support

The staff at Uni Hub Playford can provide general advice and guidance only. For course specific advice, students should consult their university tutors and lecturer, who are the primary source of subject specific information.

Uni Hub Playford does not provide subject specific tutoring or support.

Uni Hub Playford does not provide specific support for English as a second language.

Supplementary services

In cases where Uni Hub Playford is unable to provide the required support, student will be referred to appropriate services offered by university of enrolment.