When booking and accessing ANU Academic Skills services, you agree:

1. That you have a valid u-number and are currently enrolled in an ANU course of study.
2. That any work you submit to Academic Skills is related to an ANU course of study.
3. To upload your draft (if applicable) by 8:30am on the day of your appointment, if under 6,000 words.
4. To upload your draft (if applicable) at least one working day in advance of your appointment, if over 6,000 words.
5. To not bring in the same piece of work to Academic Skills more than once, unless advised to do so by staff.
6. To cancel as soon as possible if you are no longer able to attend.
7. To not bring in an item of assessment due on the day of the appointment and to not obscure or hide the due date from Academic Skills staff.
8. To consider the information on the appointment page about the developmental approach and why Academic Skills staff do not edit, proofread, grammar check, provide advice on content or estimate likely grades.
9. To notify Academic Skills when you make your booking or as early as possible if you plan to attend as a group for a group assignment.
10. To notify Academic Skills when you make your booking or as early as possible if you require a ground floor consultation room for accessibility reasons.
11. To not bring in take-home examinations and to not obscure or hide the nature of an assessment piece from Academic Skills staff.
12. To not access an Academic Skills service by using another student’s details.
13. To see your tutor, lecturer or supervisor if you have a query relating to disciplinary content.
14. To see your College course advisers if you have a query relating to course enrolment, withdrawal or administrative matters.
15. To not bring in work for courses associated with the Crawford School of Public Policy, the Military Studies Program (Australian Command and Staff College), or ANU College programs other than Diploma or Associate degrees.
16. To not record the consultation.
17. To email Academic Skills using your official ANU student email address.
18. To adhere to the zero tolerance policy for abusive or threatening behaviours directed at staff or students. This includes shouting, swearing, threats, name calling, racist comments and inappropriate gestures. Without exception, those who abuse will be required to leave Academic Skills offices immediately and will no longer be able to access this service.
19. That failure to adhere to these Terms of Service, in addition to the conditions listed on the appointment page, means that you may forfeit your appointment and in some cases you may no longer be able to access Academic Skills services.

Academic Skills staff will:

1. Do their best to help you to develop your academic skills in line with the developmental approach.
2. Treat the consultation confidentially and protect any records or data associated with your appointment in line with the ANU Privacy Policy.
3. Abide by the ANU Code of Conduct.