



These terms of service apply to all one-to-one appointments delivered at Academic Skills including drop-ins and booked appointments.

- 1) At your appointment, Academic Skills staff will:
  - a) Do their best to help you to develop your academic skills in line with the developmental approach.
  - b) Treat the consultation confidentially and protect any records or data associated with your appointment in line with the ANU [Privacy Policy](#).
  - c) Abide by the ANU [Code of Conduct](#).
- 2) When booking and accessing ANU Academic Skills services, you agree:
  - a) That you have a valid u-number and are currently enrolled in an ANU course of study.
  - b) To only use your own student details when accessing an Academic Skills service.
  - c) That any work you submit to Academic Skills is related to an ANU course of study.
  - d) To cancel booked appointments as soon as possible if you are no longer able to attend.
  - e) 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.
- 3) In regard to your assessment drafts, you agree:
  - a) To upload your draft (if applicable) by 8:30am on the day of your appointment, if under 6,000 words.
  - b) To upload your draft (if applicable) at least one working day in advance of your appointment, if over 6,000 words.
  - c) To not bring in the same piece of work to Academic Skills more than once, unless advised to do so by staff.
  - d) 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.
  - e) To not bring in take-home examinations and to not obscure or hide the nature of an assessment piece from Academic Skills staff.
  - f) 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.
- 4) In regard to the appointment and your dealings with our service, you agree
  - a) 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.
  - b) To not record the consultation.
  - c) To correspond with Academic Skills using your official ANU student email address.
  - d) 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.

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.