

STUDENT CONSULTATION PROCEDURE

Approving authority	Executive Management Team
Purpose	The purpose of these procedures is to ensure that academic staff are accessible to students seeking individual assistance with their studies, at a level consistent with the learning needs of the student cohort.
Responsible Officer	Academic Dean
Next scheduled review	August 2028
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Learning and Teaching Plan Workforce Development plan Academic Staff Position Descriptions Academic Progress Policy and Procedure Assessment Policy and Procedure English Language Support Policy Special Consideration Policy and Procedure Student Feedback Policy and Procedure Student Grievances and Appeals Policy and Procedure Student Services and Support Policy and Procedure Student Consultation Policy Student Handbook

1. PRINCIPLES

Oxford Institute of Higher Education (herein referred to as “the Institute”) is mindful of the need for students to consult with academic staff and ensure that all students have access to appropriate student consultation services, outside of the lecture/tutorial time, with academic staff as and when required. This is regarded as an essential aspect of both the commitment by the Institute to supporting the learning by its students and to facilitate student retention and progression through their course.

2. SCOPE

This procedure applies to all Academic staff, including full-time, part-time, fixed term and sessional lecturers, and all students at the Institute.

3. DEFINITIONS

Consultation

Consultation means a time when students either individually or in small groups seek face-to-face contact with academic staff in order to raise issues including assessment, content learning challenges or non-academic issues that they may be facing in the subject they are studying.

4. PROCEDURE

- 4.1 The Academic Dean has responsibility for ensuring position descriptions for academic staff specify that Academic staff must be available for student consultation.
- 4.2 The Academic Dean will ensure that Academic staff are made aware of their responsibility to support students

during their Induction.

- 4.3 Generally, Academic staff will be accessible to students for one hour per week for the duration of each trimester for each unit of study. While this time will occur outside of specified class times, academic staff should also encourage students to seek support during class.
- 4.4 The Academic Dean and any full-time Academic staff will provide blocks of time on different days of each week during the trimester for informal walk-in consultations and/or formal appointments. Where possible, students should be encouraged to make an appointment.
- 4.5 Casual Academic staff will be available for informal walk-in consultations and/or formal appointments at least one-half hour before and after each of their scheduled sessions. Where possible, students are encouraged to make an appointment.
- 4.6 Consultation sessions may be held at places suitable for the purpose such as a vacant lecture room, tutorial room or office but privacy should be ensured at all times.

Student Consultation process

- 4.7 Students are responsible for their own academic success, and it is expected that students will make genuine attempts to progress successfully through their course of study. Students are expected to seek academic assistance or consultation from the Academic Dean and Academic staff when required as set out in the Student Handbook.
- 4.8 Information regarding student support services is communicated to students during their mandatory Orientation as set out in the ***Student Support and Services Policy and Procedure***.
- 4.9 Students can access academic staff during class lectures and tutorials to seek assistance. Students can also access academic materials on Moodle, the Institute's learning management system. General academic learning support and personal support is also provided by the Student Services Team.
- 4.10 The Institute provides access to email accounts to all academic staff and to students on enrolment.
- 4.11 The Institute encourages students to utilise email outside of lecture/tutorial times. Students should indicate the nature of their inquiry or concern at the point of making an appointment in order to make effective use of consultation times.
- 4.12 Students may consult Academic staff, regarding, but not limited to:
 - clarification of unit and assessment task requirements
 - assistance in catching up on content from any classes they may have missed
 - advice on strategies to complete assessment tasks
 - extension of assessment due dates or requests for deferred assessment as set out in the ***Assessment Policy and Procedure***
 - special consideration as set out in the ***Special Consideration Policy and Procedure***
 - feedback on assessment as set out in the ***Assessment Policy and Procedure***
 - professional information or advice.
- 4.13 The Academic Dean is available by appointment for student consultation about any academic matter. Students

may be referred to the Academic Dean for assistance where a need for escalation or broader support is identified.

- 4.14 Information provided to students by Academic staff is expected to be:
- Current, relevant and accurate and informed by the discipline or study area within which the unit/accredited course is situated.
 - Based on information in the learning or student management systems or Student Handbook.
 - in line with the course requirements so as not to disadvantage the student's progress.
 - provided as promptly as possible, based on the details provided.
 - ethical and impartial; and
 - provided directly by academic staff to the student, and not through an intermediary.
- 4.15 When communicating with students, staff should only use their official Institute student email address.
- 4.16 Upon receiving an email from students requesting any information related to enrolment from a private email, the student should be informed that the request must be sent via their Institute student email account so that their identity can be confirmed.
- 4.17 All Academic staff are obligated to respond to emails from students in relation to the academic consultation. Academic staff should respond to reasonable levels of enquiry via phone, student emails and online messages seeking assistance, and respond within a reasonable timeframe, such as 2 business days.
- 4.18 Where a significant issue arises from email communication, Academic staff should make every effort to contact the student face-to-face, by phone or video software (eg. Teams or Zoom) as soon as possible to discuss the matter.
- 4.19 If academic staff cannot address the matter within a reasonable time, the email should be referred to the Academic Dean who will take responsibility for providing student consultation.
- 4.20 Any student who is identified by an Academic staff member during a student consultation as requiring general academic skills support and/or language support will be referred to the Student Services Team.
- 4.21 The Academic staff member should advise the Academic Dean and the Student Services Team of all students to be referred for student support services.

Students at Risk

- 4.22 The Institute's ***Academic Progress Policy and Procedure*** sets out the processes for identification and responding to students at risk.
- 4.23 Academic staff should be focused on early identification and potential problems well before students fall into the "at risk category". Academic staff should engage in active consultation; whereby Academic staff initiate the process to support the student with academic difficulties.

Student feedback

- 4.24 The Academic Dean is responsible for monitoring staff availability and student feedback to ensure that the Institute meets students' needs. The ***Student Feedback Policy and Procedure*** sets out how the Institute

surveys students to collect feedback.

Student Consultation Records Management

- 4.25 All staff have responsibility for ensuring that student consultation records are maintained as set out in the ***Records Management Policy and Procedure***.

Reporting and Monitoring

- 4.26 The Education Committee and the Academic Board will receive reports from the Academic Dean that include analysis of student feedback about consultation as set out in the ***Student Feedback Policy and Procedure***.

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meets the requirements of the TEQSA Compliance Frameworks the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review
- 5.2 externally reviewed as part of any independent review of the TEQSA Compliance Frameworks approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4 referenced to the applicable TEQSA Compliance Frameworks requirement(s) and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENT

This procedure was developed with reference to the following:

- Australian Institute of Business intelligence, Student Consultation Policy, 2022 ([Student-Consultation-Policy-05-10-2022-AIBI.pdf](#))
- Canterbury Institute of Management, Student Consultation Policy, 2022 ([Student-Consultation-Policy_v3.2.pdf \(ciom.edu.au\)](#))
- Churchill Institute of Higher Education, Student Consultation Policy, 2022 ([Student Consultation Policy \(churchill.nsw.edu.au\)](#))
- Crown Institute of Higher Education, Student Consultation Policy and Procedure, 2022 ([Student Consultation \(cihe.edu.au\)](#))
- Ikon Institute of Australia, Student Consultation Policy, 2022 ([Student Consultation Policy \(ikon.edu.au\)](#))
- SPJ Global, Student Consultation Policy and Procedures, 2023 ([Student-Consultation-Policy-and-Procedures.pdf \(spjain.edu.au\)](#))
- TEQSA, Guidance note: Staffing, learning resources and educational support, 1.3, 2017 ([Guidance note: Staffing, learning resources and educational support | Tertiary Education Quality and Standards Agency \(teqsa.gov.au\)](#))

8. VERSION CONTROL

Version	Date approved	Description	Approved by
2.0	August 2018	Internal review	EMT
3.0	October 2020	Internal Review	EMT
4.0	August 2023	Internal Review	EMT
4.1	August 2025	Internal Review – Organisational changes and minor edits	EMT
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 (Cth) Higher Education Standards Framework (Threshold Standards) 2021 (Cth) Education Services for Overseas Students Act (ESOS) 2000 (Cth) Education Services for Overseas Students Regulations 2019 (Cth) The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)		

Note: EMT = Executive Management Team