

STUDENT CONSULTATION PROCEDURES

Approving authority	Executive Management Team
Purpose	The purpose of this policy is to ensure that academic staff are available for student consultations for agreed periods of time outside of normal class time.
Responsible Officer	Academic Dean
Next scheduled review	November 2020
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Learning and Teaching Plan Academic Staff Position Descriptions Student Grievances & Appeals Policy and Procedure Student Services & Support Policy and Procedure Student Consultation Policy

1. PRINCIPLES

Ozford Institute of Higher Education (herein referred to as “the Institute”) is mindful of the need for students to consult with their lecturers and tutors 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 applies to full-time and fixed term part-time and casual academic staff.

3. DEFINITIONS

“*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. PROCEDURES

- 4.1 All academic staff have a position description that specifies availability for student consultation
 - 4.1.1 Full-time academic staff must provide at least two blocks of two hours 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.
 - 4.1.2 Part-time academic staff (up to .6 load) must provide at least one block of two hours each week during the trimester for informal walk-in consultations and/or formal appointments. Where possible, students are encouraged to make an appointment.
 - 4.1.3 Part-time academic staff with loads greater than .6 must be available for at least three hours of consultation which may include two blocks of 1.5 hours or a one hour and a two hour block on different days of each week. Where possible, students are encouraged to make an appointment.
 - 4.1.4 Casual academic staff must be available for informal walk-in consultations and/or formal appointments at least one half hour before and after each of their scheduled session/s. Where possible, students are encouraged to make an appointment.
- 4.2 As part of their induction program all Academic staff will be advised of the student consultation requirements of their role
- 4.3 Academic staff advise the Academic Dean of all consultation hours at the beginning of each trimester.
- 4.4 The Academic Dean informs administration staff of these times which are published in the unit outlines, the timetable and on the information board.
- 4.5 Consultation sessions may be held at places suitable for the purpose such as a vacant lecture room, tutorial room, office, or the Library but privacy should be ensured at all times.
- 4.6 The Institute provides all academic staff with access to email accounts and to students on enrolment.
- 4.7 When communicating with students, staff should only use their official Institute student email address.

- 4.8 When receiving an email from students requesting any information related to enrolment, assessment, complaints or other official or potentially private matters, the students should be informed that the contact needs to be sent via their Institute student email account so that their identity can be confirmed.
- 4.9 The Institute encourages students to utilise email outside of lecture/tutorial times. All lecturers/tutors, including casuals, are obligated to respond to emails from students in relation to the academic consultation.
- 4.10 Any student who is identified by Academic staff member during a student consultation as requiring general academic skills support and/or language support will be referred to appropriate student services staff.
- 4.11 The Academic staff member advises the Academic Dean and student services of all students referred to student services

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards 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 HES Threshold Standards 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 HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

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

7. VERSION CONTROL

Version	Date approved	Description	Approved by
3.0	August 2018	Internal review	EMT
Related legislation/ regulation/standard	ESOS National Code 2018 Standard 6, HES Domain 1		