OZFORD
Institute of Higher Education

STUDENT CONSULTATION POLICY

Approving authority	Academic Board
Purpose	The purpose of this policy 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	September 2026
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 Support and Services Policy and Procedure
	Student Consultation Procedure
	Student Handbook

1. PRINCIPLES

Ozford 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 policy 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. POLICY

4.1 All Institute students are responsible for their own academic success and where support is required should request a consultation session with academic staff. Students are also responsible for acting on feedback.

4.2 The Institute provides student support services for all students as outlined in the **Student Support and Services Policy and Procedure.**

4.3   All Institute academic staff are required to be available for student consultation on all unit-related matters each week during the trimester, including the assessment and post-assessment period.

4.4   Consultation sessions shall be held either online or at places suitable for the purpose on campus.

4.5   If the student raises non-unit related issues during the consultation session, academic staff will refer students to specific Institute support services and/or refer the student to the Academic Dean.

4.6   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.

Online Consultation

4.7   Students should use their Institute email account to contact academic staff during or outside of scheduled consultation times. Academic staff will respond to emails from students within a reasonable timeframe (usually two business days).

4.8   Where a significant issue arises from email communication, Academic staff will make every effort to arrange to meet the student face-to-face, by telephone or by video software (ie Teams or Zoom) as soon as possible to discuss the matter.

Student Assessment

4.9   The ***Assessment Policy and Procedure*** sets out how the Institute conducts and grades assessment of students and the feedback that should be provided.

Students at Risk

4.10   The ***Academic Progress Policy and Procedure*** sets out how the Institute identifies and manages Students 'at risk' of unsatisfactory course progress.

Student feedback

4.11   The Institute will survey students to collect feedback about student consultation as set out in the ***Student Feedback Policy and Procedure***.

Student consultation records

4.12   Student consultation records will be maintained as set out in the Records Management Policy and Procedure.

Reporting and monitoring

4.13   The Education Committee and the Academic Board will receive reports 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 policy is fit for purpose and meet the requirements of the HES Threshold Standards the policy will be;

5.1   internally endorsed by the Executive Management Team on development or review, prior to approval by Governing Board, or the Academic Board or other delegated authority;

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 policy is welcomed by the listed Responsible officer of the Institute.

7. ACKNOWLEDGEMENT

This policy 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
1.0	May 2014	Initial issue	AB
2.0	November 2017	Internal review	AB
3.0	October 2020	Internal Review	AB
4.0	September 2023	Internal Review	AB
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: AB = Academic Board