

STUDENT CONSULTATION POLICY

Approving authority	Academic Board
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	October 2023
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 Procedure

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 policy applies to all 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 unit they are studying.

4. POLICY

- 4.1 All academic staff are available for appropriate student consultation times each week during the trimester, including the assessment and post-assessment period.
- 4.2 These times are advised to students and published in the unit outline and within the Institute
- 4.3 Consultation time is used to consult on issues related specifically to the unit the lecturer/tutor is teaching.

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 officers of the Institute.

7. ACKNOWLEDGEMENTS

This policy was initially developed with reference to the following institution's policy:

Wentworth Institute

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
Related legislation/ regulation/standard	ESOS National Code 2018 Standard 6, HES Domain 1		