



## Policy and Procedure

Name:	<b>Student Consultation Policy and Procedure</b>
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## **SECTION 1 – INTRODUCTION**

### **PURPOSE**

MHM Higher Education Pty Ltd trading as the Australasian College of Health and Wellness (ACHW) identifies and adequately meets the varying learning needs of all its students, including the provision of orientation courses and transition support and ongoing academic language and learning support. ACHW ensure that academic staff who teach on a course of study are reasonably available for students seeking academic assistance for subjects within the course of study.

This policy outlines the mechanism by which all teaching staff (including full-time, part-time and sessional staff) will make themselves available to assist students with academic matters outside scheduled class times.



## SECTION 2 – POLICY

### PRINCIPLES

This policy outlines the mechanism by which academic staff (including full-time, part-time and sessional staff) will make themselves available to assist students with academic matters outside scheduled class times.

### POLICY

#### AVAILABILITY OF TEACHING STAFF FOR STUDENT CONSULTATION

##### Availability for face-to-face consultation

All teaching staff (including full-time, part-time and sessional staff) will make themselves available for one hour per week for each subject they are teaching in order to allow students to consult on issues related specifically to those subjects. This means that a full-time staff member delivering four subjects will be available for student consultation four hours per week during the semester, a part-time staff member delivering two subjects will be available for two hours per week, while a sessional staff member delivering one subject will be available for one hour per week.

Where a staff member will be available for more than two hours per week availability must be scheduled for at least two sessions on different days of the week.

Sessional staff may align their consultation times with scheduled classes.

Consultation times should take into account the needs of specific cohorts of students, such as part-time students.

##### Approval of proposed consultation times

Teaching staff must advise the Associate Dean of their proposed consultation hours at the beginning of each semester. The Associate Dean will either approve the proposed consultation times or, where the times appear to be less than favourable for the majority of students, liaise with the staff member concerned to negotiate revised student consultation times.

##### Advising students of availability

Approved consultation times for each individual member of teaching staff will be published in the *Subject Guide* for any subjects that they are teaching. Student consultation times for all teaching staff will be published on the Student Notice Boards.

##### Consultation sessions

Where a teacher utilises a shared office, consultation sessions may be held in a vacant lecture/tutorial room, interview room or office but wherever the consultation is held, privacy should be ensured at all times.

##### Online consultation

Students are provided with access to email accounts to facilitate asynchronous communications with the College at all times. Students are encouraged to utilise email to contact teaching staff outside of scheduled consultation times, where appropriate. The contact email address for teaching staff will be published in the *Subject Guide* for the subject that they are teaching.



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Teaching staff are required to respond to emails from students within two business days. Where a significant issue arises from email communication the staff member should make every effort to meet the student face-to-face or by telephone as soon as possible to discuss the matter.

### Availability of non-teaching staff

The Dean and Associate Dean are available for student consultation by appointment. In the case of urgent matters non-teaching staff will make themselves available as soon as possible to discuss the matter with the student.

Support for developing academic skills is available through the Library.

Support staff are also available to assist students in a range of non-academic matters as detailed in the *Student Handbook*.

## SECTION 3 – REFERENCE AND SUPPORTING INFORMATION

### DEFINITIONS

Word/Term	Definition

### SUPPORTING DOCUMENTATION

Document name	Document type	Location



## SECTION 4 – CHANGE HISTORY

### CHANGE HISTORY

Version	Approval date	Approved by	Approved by	Change
V1	05/04/2011	Dean	Academic Board	Original