

Student Consultation Policy – Higher Education

Policy Code: ACA-026 **Version:** 7.0 **Effective Date:** 9 March 2017

Purpose:

The College will provide all higher education students with access to academic consultation to assist in gaining maximum results academically, personally and professionally.

Definition of “College” – *In the higher education sector, ACPE Limited trades as The Australian College of Physical Education (ACPE); Australian College of Natural Medicine Pty Ltd trades as Endeavour College of Natural Health (Endeavour) and Wellnation; Study Group Australia Pty Limited trades as Martin College and Martin Higher Education (Martin HE). For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective entities or trading names.*

Scope:

- All permanent Academic staff
- All contract Academic staff (sessionals)
- All higher education students
- All Student Services staff

Policy Statement:

The College is committed to assisting students in gaining maximum results academically, personally and professionally. Academic staff of the College will provide higher education students with academic consultation.

Students may consult all academics, including contract academics, regarding, but not limited to:

- clarification of subject requirements
- clarification of assessment task requirements
- assistance in catching up on content from any lectures and/or tutorials they may have missed
- advice on strategies to complete assessment tasks
- extension of assessment due dates
- feedback on performance
- professional information/advice.

Additionally students may consult permanent academic staff on any of the above as well as the following:

- progression rules, completion requirements and enrolment
- course choices and career direction.

Where academic staff are qualified to assist they may provide assistance with personal problems which may be impeding student progress. Staff should refer cases to the Student Assistance Program (SAP) when it is evident that the personal problems require qualified assistance.

Responsibilities

The Heads of Department, Program Leaders and Directors of Education are responsible for the effective management and implementation of this policy and related procedures.

The Heads of Department / Program Leaders are responsible for ensuring academic staff are aware of and implement the policy and related procedures.

All academic staff are responsible for providing academic consultation to students on an individual and/or group basis as needed and for the effective implementation of this policy.

Student access to teacher consultation

In the first instance students should attempt to access teaching staff during class hours. Where possible, academic staff including contract academics will assist with student issues at this time. This is particularly relevant for issues that relate to the subject itself and which may raise pertinent issues for the staff member to inform other students in the class.

Outside of class hours, all permanent teaching staff, including Heads of Department / Program Leaders, will commit to a minimum scheduled time for student consultation

(equivalent to 3 hours per week based on FTE) and will have prescribed times set aside for individual appointments with students.

Students will be advised at the commencement of every semester (for each subject) of the process for teacher consultation and making appointments. For contract academics, this process may include consultation in class time and via email / telephone appointment only.

Heads of Department / Program Leaders will provide Student Services with academic advising hours for permanent staff in their departments 2 weeks prior to the start of semester. Student services staff will assist students in booking appointments for academic advice.

Appointments may also be arranged outside of the prescribed time, at a time mutually convenient to the staff member and student. Group consultation appointments should also be scheduled outside of the prescribed time, to allow for individual appointments to be made as necessary at that time.

The availability of individual teachers will also be posted on the student portal. This will be co-ordinated by the Head of Department / Program Leader as part of the teacher's timetable.

Allied Student Support

The College Learning Centres and, where relevant, the Student Learning Services team (ACPE only) will also support students to achieve their educational objectives by providing students with access to supplementary learning resources and advice.

Student Services staff will provide advice on administrative matters as well as referral to the Student Assistance Program.

Related Procedures:

Nil

Definitions: **Student** – an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Further Information:

Related Policies: [Academic Integrity Policy – Higher Education](#)
[Academic Progression Policy – Higher Education](#)
[Graduation Policy – Higher Education](#)
[Grievance Policy – Domestic Students - Higher Education](#)

Benchmarking: TAFE NSW

**Supporting Research
and Analysis:** Not applicable

Related Documents: Not applicable

Related Legislation: Not applicable

Guidelines: Not applicable

Policy Author:	Directors of Education
Policy Owner:	Directors of Education
Contact:	Directors of Education
Approval Body:	<p>Academic Board (ACPE) Meeting date: 02-Mar-17</p> <p>College Council (Endeavour) Meeting date: 17-Feb-17</p> <p>Academic Board (East) (Martin HE) Meeting date: 14-Feb-17</p>
Policy Status:	Revised - updated terms and other relevant policies
Responsibilities for Implementation:	<ul style="list-style-type: none"> • <i>Directors of Education</i> • <i>Heads of Department</i> • <i>Program Leaders</i>
Key Stakeholders:	<ul style="list-style-type: none"> • <i>Directors of Education</i> • <i>Heads of Department</i> • <i>Program Leaders</i> • <i>Academic Staff</i> • <i>Students</i>
Date for next review:	<i>February 2019</i>