



Student Consultation Policy

Academic Board Approved Document

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Benchmarking Institutes	Australian Institute of Higher Education Macquarie University Southern Cross University University of Newcastle Western Sydney University
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1. Preamble

1.1 Purpose

The purpose of the Student Consultation Policy ('the Policy') is to outline the mechanism available to the staff of the Churchill Institute of Higher Education ('the Institute') in providing consultation to students on academic, administrative and welfare-related matters.

1.2 Background

- a. The Institute acknowledges that it has an obligation to ensure that students have the best chance to achieve their educational and personal goals. Therefore, the Institute endeavours to provide students with academic and welfare support to enable students to excel academically, professionally and personally. Student consultation means a time for students to seek contact with academic or academic support staff in order to raise any issues they may have in the unit(s) they are studying.
- b. When a student has made an appointment to meet with a member of the academic staff, the consultation time will be used to consult on matters related specifically to the units(s) that the academic staff member is teaching.
- c. As the necessary minimum quantum of consultation hours has diminished, it suggests that there is a need to reconsider when student consultation times are scheduled. These times should be based but not limited to a time where it is foreseen that both parties will be in attendance at the Institute and teaching times would be the obvious starting point.

1.3 Definitions

For definitions, refer to *Dictionary of Terms*.

2. Scope

This Policy provides information regarding the Institute's approach to addressing students' needs for consultation and applies to:

- 2.1 Academic Consultation for their unit-related matters as well as study skills and learning support matters
- 2.2 Administrative Consultation for the Institute's administrative matters and compliance-related matters that might be of concern to students
- 2.3 Personal and welfare-related matters.

3. Policy Statement

The Institute is committed to assisting students throughout their study to achieve maximum results academically, personally and professionally. For this purpose, the Institute will provide consultation services to help students in their academic and welfare matters and will ensure that students are aware of the range of support available for them. The New Student Orientation Program will outline these support services.

4. Academic Consultation

4.1 Unit-related consultation

- 4.1.1 Students may seek consultation on all unit-related matters such as the requirements of the unit, clarification of an assessment task, assistance in catching up on the content of lectures or tutorials, advice on strategy to complete assessment tasks, an extension of submission of assessment tasks and feedback on performance.
- 4.1.2 Lecturers are required to allocate consultation sessions to allow students to seek advice on any issue related to the unit. Those consultation sessions can be arranged as a weekly scheduled session or by appointment.
- 4.1.3 Information about consultation availability will be included in the unit outlines.
- 4.1.4 Students wishing to consult on their unit matters should contact their lecturer either in person or by email to arrange the consultation session. If there is no scheduled consultation time, the appointment can be arranged based on mutual convenience for the student and academic staff.
- 4.1.5 In all forms of consultation, the session should be held in an appropriate space to ensure confidentiality.
- 4.1.6 To facilitate consultation, the contact details of the lecturers will be published in the Unit Outlines.
- 4.1.7 Lecturers are required to respond to students normally within two (2) business days. Where a significant issue arises from an email communication, the Course Coordinator will be copied on subsequent emails.
- 4.1.8 If the student raises non-unit related issues during the consultation session, the lecturer should refer the student to the relevant division of the Institute.

4.2 Study Skills and Learning Support consultation

- 4.2.1 Students may consult and seek help for study skills and learning support related-matters such as advice on additional learning resources, study skills (e.g. writing and referencing), exam strategies, teamwork resolution and library and online database research.
- 4.2.2 The Student Support Officer, in consultation with the Librarian/Learning Support Manager, will arrange for various scheduled learning support consultation sessions in which students can attend either by appointment or as a drop-in student.
- 4.2.3 Information about learning support consultation availability will be available to students during their orientation program and should be included in the unit outline.
- 4.2.4 Students wishing to consult regarding their learning support-related matter should contact the S Student Support Officer, in consultation with the Librarian/Learning Support Manager, either in person or by email to arrange the consultation session.
- 4.2.5 In the case of an in-person consultation, the session should be held at the office, and the learning advisor must ensure that the matters discussed should be maintained in confidence.
- 4.2.6 In the case of email consultation, students and academic advisors are encouraged to use their official institute email addresses.
- 4.2.7 If the student raises non-learning support issues during the consultation session, the learning advisor should refer the student to the relevant division of the Institute.

5. Administrative Consultation

- 5.1 Administrative Consultation addresses administrative issues such as enrolment, course progression, course completion, and graduation, and compliance issues such as visa-related matters for International Students.

- 5.2 Students who wish to consult on administrative-related matters can request to meet with the Student Support Officer, in consultation with the Academic Manager, at any time via reception.
- 5.3 The Student Support Officer is required to liaise with the lecturers if the administrative matter relates to the student's academic performance.
- 5.4 If students raise welfare or academic-related issues during the consultation session, the student advisor should refer the students to the relevant parties.

6. Availability of Consultation

- 6.1 Each full-time academic staff member is required to be available for consultation for a minimum of four (4) hours per week during teaching periods, including periods when the staff member is not teaching, unless on leave.
- 6.2 Sessional staff should also provide consultation hours. Generally, one hour per week per unit.
- 6.3 Academic staff generally, and sessional staff in particular, should make maximum use of email for student consultation where appropriate to facilitate student consultation.
- 6.4 In evaluating whether additional hours beyond the minimum should be offered in a teaching semester, the Dean will consider the following factors:
 - 6.4.1 the number of enrolments in a unit;
 - 6.4.2 the number of staff teaching a unit;
 - 6.4.3 the number of hours of consultation provided by any sessional staff teaching a unit;
 - 6.4.4 staff members who have specific administrative rules requiring greater student contact will need to offer more consultation hours than the minimum, particularly in peak periods (e.g. during enrolment and at the beginning of each semester).
 - 6.4.5 Where the academic staff member considers a student to have been fairly treated but the student insists on further/additional consultation, the student is referred to the Dean for further consultation.

7. Welfare Consultation

- 7.1 The matters which can be discussed during welfare consultation include, but are not limited to: physical and mental health, emotional, legal, financial and religious affairs.
- 7.2 Students who wish to meet the Student Support Officer or Student Counsellor on welfare matters can make an appointment at reception.
- 7.3 Lecturers can recommend students seek personal advice and book an appointment for welfare consultation if they consider it necessary.
- 7.4 All appointments are confidential and free of charge, however, if further assistance is required the students may be referred to an external professional counsellor who may charge a professional consultation fee.
- 7.5 If a student raises academic-related issues during the consultation session, the student advisor should refer the student to the Librarian/Learning Support Manager or relevant lecturer.