

POLICY DOCUMENT

STUDENT CONSULTATION POLICY

1 Purpose and Scope

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

Scope

- All permanent Academic staff
- All contract Academic staff (sessionals)
- All students (domestic and international)
- All Student Services staff

2 Policy Statement

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

2.1 Responsibilities

- The CEO and Dean is responsible for the effective management and implementation of this policy.
- The Heads of Department (HoDs) are responsible for ensuring academic staff are aware of and implement the policy.
- All Academic Staff are responsible for providing academic consultation to students, including international students, on an individual and/or group basis as needed and for the effective implementation of this policy.
- The ACPE Registry is the official point of contact for international students.

2.2 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 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 will provide Student Services with academic advising hours for permanent staff in their departments 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 as part of the teacher's timetable.

2.3 Allied Student Support

The Student Learning Services team 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.

3 Definitions

- **Domestic Student** is an Australian citizen or permanent resident in Australia, or a New Zealand citizen or permanent visa holder for New Zealand (including a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative). Anyone not meeting this definition is classified as an International Student.
- **International Student** is someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc.) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant. It should be noted that all international

students pay fees specified for international students, regardless of visa subclass.

- **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.

4 Related Documents

- Academic Integrity Policy
- Academic Progression Policy
- Grievances, Complaints and Appeals Policy

Legislation:

- Higher Education Standards Framework 2015
- Tertiary Education Quality and Standards Agency Act 2011
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

5 Policy Administration

Policy Name & Code:			Student Consultation Policy (POL-21)
Policy Owner:			CEO and Dean
Approval Authority:			Academic Board (ACPE)
Next Review:			September 2023
Approval Date	Effective Date	Version	Summary of changes
02 Mar 17	03 Mar 17	6	Revised - updated terms and other relevant policies.
13 Dec 18	14 Dec 18	7	Revision date: 30 October 2018. <ul style="list-style-type: none"> • Policy de-harmonised from other SGA brands. • Policy content revised to ensure accuracy and compliance with relevant HES and National Code. • Policy format updated in line with the new template used for ACPE policies and procedures. • Job titles and departments updated to reflect current practices.

			<ul style="list-style-type: none"> • <i>Purpose and Scope</i> section updated to include 'international students'. • Details of the official designated point of contact for international students have been included in the <i>Responsibilities</i> section.
14 Mar 19	14 Mar 19	7.1	<ul style="list-style-type: none"> • References to Dean and Operations Director replaced with CEO and Dean. • References to Student Services and Learning Support Manager replaced with Director of Student Services and Campus Wellbeing.

* Unless otherwise indicated, this policy will still apply beyond the review date.