

## STUDENT CONSULTATION POLICY

### Section 1 - Purpose and Scope

- (1) The purpose of this Policy is to provide students with fair and reasonable access to appropriate consultation with academic staff, outside of the normal class time, with the aim of assisting students achieve their best potential in their studies.

#### Scope

- (2) This Policy applies to:
- all students (on campus and online); and
  - all academic staff (full time or part time, permanent or casual staff).

### Section 2 - Definitions

- (3) In this Policy:
- Consultation** means a time for students to seek direct contact with an academic staff member in order to raise any issues that they may have in the unit/course they are studying. The contact may be face-to-face (including remotely, such as via Zoom) or online, and in some cases, by telephone.
  - Online consultation** refers to the use of ACPE's Learning Management System (Canvas), ACPE Portal, conference call platforms (Zoom or Teams) and/or email to provide consultation access for students.
  - Portal** means the ACPE portal, enabling students to book consultations and access support services or lodge support requests.

### Section 3 - Policy Statement

- (4) The College is committed to providing all students with different consultation options with academic staff to support them in their studies.
- (5) The types of matters that may form part of academic consultation includes, but is not limited to:
- clarification of unit requirements;
  - clarification of assessment task requirements;
  - assistance in catching up on content from any class (such as lectures, tutorials or workshops) the student may have missed for legitimate purposes (such as special circumstances leave);

- d. advice on strategies to complete assessment tasks;
  - e. seeking an extension of assessment due dates;
  - f. feedback on performance; or
  - g. professional information / advice.
- (6) Students seeking advice or information about:
- a. progression rules, completion requirements and enrolment; and/or
  - b. course choices and career direction
- should consult with an appropriately qualified academic staff member.

Note: An appropriately qualified academic staff member includes roles such as Unit Coordinator and Heads of Department. Casual academic staff are not normally expected to have the level of detailed knowledge about these matters.

#### **Section 4 - Procedures: consultation requirements and processes**

- (7) Where appropriate, students are encouraged to try to raise their queries during the class. This allows the academic staff member to resolve matters promptly and for the information of the class as a whole.
- (8) In addition to usual class hours, academic staff are available for direct consultation as follows:
- a. All permanent full-time and part-time academic staff members (including Heads of Department) must:
    - i. commit to a minimum scheduled time for student consultation (equivalent to 3 hours per week based on FTE); and
    - ii. may schedule a live event on the LMS for online students to dial into and address their concerns.
  - b. Students can also request consultation meetings with academic staff via the ACPE Student Portal or the MyACPE app. Requests are tracked and followed up until resolved;
  - c. Casual academic staff may provide consultation via telephone appointments (direct consultation) or email (online consultation) only.
- (9) Any academic staff member may arrange an appointment for academic consultation outside the prescribed time or requirements where that is mutually convenient for the staff member and the student.

#### **Notifying consultation times and process**

- (10) Academic staff will provide their consultation hours/method, and locations on the Canvas Welcome page for each unit.

- (11) Heads of Department will provide Student Services with the academics' names, their consultation hours/method and locations prior to the start of each teaching session.
- (12) Variations of consultation times must be communicated to the Head of Department and students as soon as practicable. Staff should have compelling reasons for not being available at designated consultation times.

### **Online consultation**

- (13) The College:
  - a. uses Canvas as an online teaching and learning tool to assist in facilitating student consultation with academic staff. All academic staff and students have access to Canvas;
  - b. uses a student portal as a service desk for students to interact with the College, including raising support requests, booking and arranging for consultations, uploading administrative documents among others ; and
  - c. provides all academic staff and students with ACPE email accounts.
- (14) Academic staff are required to respond to requests from students in relation to the academic consultation within 2 business days of them being received.
  - a. Casual and part-time academic staff will set out-of-office automatic replies when not on campus, letting students know:
    - i. the timeframe by which the academic is able to respond to the student; and
    - ii. who to contact in their absence for any urgent matter.
- (15) Where a significant issue arises during online consultations, the staff member will seek to meet the student directly in a timely manner.
- (16) Where a student's question is expected to be relevant to other students in the unit (for example, strategies to complete assessment tasks), the academic should include the question and the response on Canvas.

### **Related documents**

This Policy should be read in conjunction with ACPE policies and procedures.

#### **Legislation:**

- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## Document Administration

<b>Policy Name</b>	Student Consultation Policy
<b>Policy Owner</b>	Dean
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<b>Amendment history</b>	
<b>Version 1:</b>	Existing Student Consultation Policy POL 21 revised and updated (including definition and expectations of consultation and online consultation); and put into new policy template. Reference to ACPE Portal added.

# Unless otherwise indicated, this Policy will still apply beyond the Review date.