

## Student Consultation Policy

<b>Policy Category</b>	Policy/guideline/procedure/rules		
<b>Review</b>	3 years from date of Approval		
<b>Policy Code</b>	AP032		
<b>Contacts</b>	policy@top.edu.au		
<b>Version</b>	<b>Approval Authority</b>	<b>Approval Date</b>	<b>Commencement Date</b>
2019.12	Academic Board	12 December 2019	12 December 2019

### 1 PURPOSE

The purpose of this policy is to ensure that all students of the Institute have fair and reasonable access to appropriate consultation with academic staff, outside of the normal lecture/tutorial time. The aim of student consultation is to assist students to achieve the best possible outcome in their studies.

### 2 SCOPE

This policy applies to all academic staff including full-time, part-time and sessional staff, and students of the Institute.

### 3 DEFINITIONS

**Class time** refers to both lectures and tutorial times. These times must be published in the Unit Outline, advised to students in Moodle and, where practical, prominently displayed within the Institute such as a notice on a staff member's door.

**Consultation** means a time for students to seek contact (most commonly) face-to-face with academic staff in order to raise any issues that they may have in the unit they are studying. This time is to be used to consult on issues related specifically to the unit the lecturer is teaching.

**Online consultation** refers to the use of Moodle and/or email to provide consultation access for students when face-to-face is impractical for either the academic staff member or the student.

### 4 PROCEDURES

#### Availability and administration of face-to-face consultation

- 4.1** All Academic staff, both full-time and part-time, must be available for consultation or online consultation for at least two hours per week, for the duration of the study period for a unit. This time is inclusive of the weeks when teaching occurs and of the associated examination period and occurs outside of specified class times.

- 4.2** Designated student consultation and online consultation times and locations for consultation must be published in Unit Outlines and advised to students in Moodle.
- 4.3** The Administration and Dean(s) will work together to ensure that consultation times do not clash with the timetable. To provide fair access for all students, staff should endeavour to program consultations at times when students are likely to be on campus.
- 4.4** Consultation sessions will be held at places suitable for the purpose, such as a vacant lecture room, tutorial room, teacher's office, or the Library.
- 4.5** Variations of consultation times must be communicated to administrative staff and students immediately.
- 4.6** Staff must have compelling reasons for not being available for designated consultation times. Arrangements should be made for consultation by other means such as by email or for another appropriate staff member to be available.

#### **Student use of consultation time**

- 4.7** Consultation is made available to provide extra guidance and assistance to students regarding the content of a unit or assessment task. Consultation times may also be accessed for clarification on assessment performance feedback. Students should prepare specific considered questions before seeking consultation. It is expected that students will have completed readings and attempted to solve problems by themselves prior to consulting with staff. In order to provide fair access to all students, staff may request that a student come to a later consultation after more thorough preparation.
- 4.8** Although consultation times are provided outside of scheduled class times, students are encouraged to ask questions and seek clarification during classes wherever possible. This enables a unit lecturer to address points that are pertinent to the whole student body.
- 4.9** Should a student request a private or confidential consultation for academic purposes, the consultation can be located at an office without the attendance of any other person.
- 4.10** Student support is available for issues other than those that are Unit-related. Unit lecturers may refer students to another specialist service, such as the Academic Support team or Student Support Services if it is felt these providers are better qualified to deal with a student's problem. Students and staff should refer to the Student Handbook and THE INSTITUTE's websites for further information on available services.
- 4.11** In some cases, consultation may be available outside of designated consultation hours. This consultation must be by appointment and arranged at a time that is mutually convenient for staff and student.

**4.12** Immediately prior to dates for assessment submissions and examinations, it can generally be expected that consultation times will be particularly busy. It is recommended that students prepare specific assessment-related questions well in advance of the due date to ensure access to academic staff and to allow time to make best use of advice given. Consultation time may be used for clarification of assessment expectations, however, unit lecturers will not provide proof-reading and editing services.

#### **Online Consultation**

**4.13** The Institute makes use of the Moodle system, to assist in facilitating student consultation with academic staff. All academic staff and students have access to the Moodle through the Institute website and are encouraged to make use of it.

**4.14** THE INSTITUTE provides all academic staff and students with the Instituteemail account. This must be used in all email communication by staff and students.

**4.15** The Institute encourages students to utilise either Moodle or their official Institute email account for consultation outside of lecture/tutorial times. However, where a student question relates to unit content and is expected to be of relevance to other students in the unit, that question and the lecturer's response should be included on Moodle. To help facilitate the wider dissemination of the question and answer, lecturers should establish a discussion board on their Unit Moodle site.

**4.16** Unit lecturers, full-time or part-time, are obligated to respond to Moodle/emails from students in relation to an academic consultation within two working days. Where the student question or enquiry cannot be resolved satisfactorily via Moodle or email by the staff member, a face-to-face consultation will be scheduled in a timely manner

**4.17** As is the case with face-to-face consultation, online consultation should be restricted to unit-specific questions.

### **5 Related Documents**

- i. Student Handbook
- ii. Staff Code of Conduct

### **6 Version Control**

<b>Historical Version</b>	<b>Approved by</b>	<b>Approval Date</b>
2009.03	Academic Board	03 March 2009
2013.12	Academic Board	19 December 2013