



Student Consultation Policy and Procedure

Purpose

1. The Australian International Institute of Higher Education ('the Institute') is committed to ensuring that students have every opportunity to excel in their studies, including the opportunity for regular consultation with academic staff in relation to the subjects in which they are enrolled.

Scope

2. This Policy applies to:
 - a) all enrolled students
 - b) all academic staff employed at the Institute on a full-time, part-time and sessional basis.

Definitions

3. There are no specific definitions for this Policy.

Policy

Principles

4. The Institute establishes the expectations and requirements for student consultation through this Policy. The Institute recognises that students benefit from interaction with teaching staff outside of scheduled classes where they may seek guidance on coursework and assessment as well as general learning issues.
5. Students may consult with Course Coordinators on matters of course selection, progression and completion, enrolment issues and career planning.
6. By arrangement with their Lecturers, students may seek academic support assistance outside of class hours.

Procedure

7. All academic staff must identify a weekly consultation period for each subject they are teaching and communicate these schedules to the Course Coordinator prior to student orientation at the start of each semester.
8. Weekly student consultation times should be identified and prominently published/displayed for each academic staff member over scheduled teaching semesters.
9. Sessional Lecturers are expected to make themselves available for a one-hour consultation per subject per week during a term of study and will be compensated for this.
10. Full-time lecturers must identify two hours per week for student consultation and make themselves available all weeks of the year except when they are on leave.
11. Academic staff weekly availability for student consultation must be communicated to students



at Orientation at the start of each new term of study, displayed prominently on the Institute's noticeboards and published in subject outlines.

12. Student consultation sessions should be held in staff offices, library workrooms or vacant teaching rooms as convenient.
13. Where students have requested confidential consultation regarding academic matters, the staff member may schedule a consult in the student counselling room.
14. Academic staff may use telephone, email and online options, including online forums and chat functions on the Institute's Learning Management System, for student consultation, as appropriate.
15. Academic staff contact details are published in subject outlines and displayed on noticeboards to assist students plan for academic consultations.
16. Academic staff may refer students to the Student Services Manager or Learning Support staff as appropriate to ensure that students have access to broad support contributing to their academic and personal success.
17. Additional consultation times may be agreed for academic staff according to the following factors:
 - a) number of students enrolled in a subject
 - b) number of staff teaching in a subject.
18. Academic staff with additional specific administrative roles and duties may be required to provide additional student consultation, particularly during enrolment and the first three weeks of the semester.
19. Where a student is dissatisfied with any aspect of student consultation, they may take action in accordance with the *Student Grievance Policy and Procedure*.

Responsibilities

20. Academic staff are responsible for:
 - a) making themselves available for required student consultation sessions
 - b) advising Course Coordinators of scheduled times
 - c) making appropriate referrals for students as needed.
21. Academic Dean and Course Coordinators are responsible for:
 - a) being available for student consultation on matters of course selection, progression and completion, enrolment issues and career planning
 - b) ensuring that all academic staff are available for student consultation and that designated times are sufficient for the number of students in the course
 - c) ensuring that staff consultation times are appropriately published and promulgated.
22. The Student Services Manager and Student Support Officers are responsible for providing support to the students to reach the Academic Staff and acting as an intermediary for communication purposes, if necessary.



Associated information

Approving body	Academic Board
Date approved	18 August 2020
Date of effect	Commencement of operation
Scheduled review	Two years from when policy commences
Current version approval date	09/08/2024
Next review date	09/08/2026
Policy owner	Academic Dean
Policy contact	Academic Dean
Related AIIHE Documents	Human Resource Management Policy and Procedure Quality Assurance Framework Student Code of Conduct Student Grievance Policy and Procedure
Higher Education Standards Framework (Threshold Standards) 2021 (Cth)	Standard 2.1; ss 3 Standard 2.3; ss 1 – 5 Standard 2.4; ss 1 – 5 Standard 3.2; ss 5
Other related external instruments/documents	Related Legislation <ul style="list-style-type: none">Tertiary Education Quality and Standards Agency Act 2011 (Cth)

Document history

Version	Author	Changes	Approval Date
1.0	Not applicable	Original version	18 August 2020
1.1	Compliance Officer	Reviewed to align with the HESF 2021, responsibilities were strengthened, and the footer was updated with current addresses.	9 August 2024

N.B. The document is uncontrolled when printed! The current version of this document is maintained on the AIIHE website at www.aiihe.edu.au.