

Student Consultation Policy

Policy Category			
Document Owner			
Responsible Officer	Dean		
Review Date			
Related Documents	<i>Information for Students Policy</i> <i>Information for Students Procedure</i> <i>Student Refund Policy</i> <i>Student Support Framework</i>		
Version	Authorised by	Approved	Effective Date
1.1			

1. Context

This Policy supports Waratah Institute's (the 'Institute') commitment to provide a student-centred learning environment by offering adequate and effective consultation services.

2. Definitions

Consultation: a time for students to engage in face-to-face contact with academic staff to raise any issues that they may have in the unit they are enrolled in.

3. Scope

This Policy applies to Waratah Institute students and academic staff, including full-time, part-time, casual, and contractors.

4. Policy Principles

The key principles informing this Policy are:

- access to appropriate academic consultation services outside of set lecture and tutorial times; and
- consultation time reserved to issues related to the unit the academic staff is teaching.

5. Policy Details

All academic staff are available for student consultation during teaching weeks and during designated study periods in which their teaching occurs, in addition to the examination period for that study period.

It is expected that academic staff will be available for at least one hour of consultation per three-hour class per week.

Consultation times are communicated to students during week 1 of classes and made available in unit information within the learning management system.

Information regarding student support services are also clearly communicated to students during week 1 and made available to students in the learning management system.

Students are provided with academic literacy and skills support through the Learning Support Officer.

6. Breaches

If a staff member or student is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant *Code of Conduct* and *Misconduct Procedure*.

7. Appeals

Appeals or disputes concerning any decision taken in relation to this Policy should be made under the relevant *Complaints and Appeals Procedure*. Overseas students may lodge an appeal with the Overseas Students Ombudsman.

8. References

Higher Education Standards Framework (Threshold Standards) 2015 – Part A, Standards 3.2

9. Acknowledgements

In developing this policy, Waratah Institute acknowledges:

- *TEQSA Guidance Notes: Staffing, Learning Resources and Educational Support*

Document History:

Version	Date	Author	Reason	Sections
0.1	19/9/2017	Lincoln Aleck	Feedback from AB members. AB meeting 14 Sept 2017 (Via Circulation)	All
0.2	28/05/2018	Julien Marechal	Revised based on the Academic Board's feedback provided at its 16/05/18 meeting	All
1.0	29/06/2018	Julien Marechal	Amended as per the Academic Board's comments at its 25/06/18 meeting	5
1.1	6/01/2020	Philippa Ryan	Amended to reflect new trading name 'Waratah Institute'.	All