

Student Consultation Policy – Higher Education

Policy Code: ACA-026

Version: 11.0

Effective Date: 12 September 2019

Purpose

The College will provide all higher education students with access to academic consultation to assist in gaining maximum results academically, personally and professionally. This policy sets out the current practice and minimum standards of the required availability of College academics for student consultations.

Definition of “College” – *In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

Scope

- All permanent academic staff
- All sessional academic staff
- All higher education students
- All Student Services staff

Policy Statement

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

Responsibilities

The Head of Department / Associate Head of Department / Course Coordinator, and Director of Education are responsible for the effective management and implementation of this policy and related procedures.

The Head of Department / Associate Head of Department / Course Coordinator are responsible for ensuring academic staff are aware of and implement the policy and related procedures.

All academic staff are responsible for providing academic consultation to students on an individual and / or group basis as needed and for the effective implementation of this policy.

Student access to academic consultation

In the first instance students should attempt to access teaching staff during class hours. Where possible, academic staff including sessional 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 / Associate Heads of Department / Course Coordinators, 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. Each academic will input their availability into the Academic Consultation page accessible through the Learning Management System (LMS) prior to start of each semester.

Students are able to book their own academic consultations through the LMS with the appropriate permanent academic, outlining specificity of the issue to be discussed at the consultation. Examples of student consultation topics can include, but are not limited to: re-mark questions, assessment discussions, general study issues or other issues that impact student success. Academic consultations are not designed to be one-on-one tutorials – if such assistance is required students need to arrange time with the appropriate academic (maximum 1 hour) outside the set hours and/or attend already available group tutorials (also accessible via Academic Consultation page on LMS).

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.

Allied Student Support

The Library team will also support students to achieve their educational objectives by providing students with access to supplementary learning resources and advice.

Student Advisers will provide advice on administrative matters as well as referral to the Student Assistance Program (SAP).

Definitions

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.

Related Procedures

Not Applicable



Further Information

Related Policies

Academic Integrity Policy - Higher Education

Academic Progression Policy - Higher Education

Complaints and Appeals Policy – International

Course Duration and Progression Policy - International

Graduation Policy

Grievance Policy - Domestic Students - Higher Education

Related Documents

Student Assistance Program

Guidelines

Not Applicable

Benchmarking

TAFE NSW

Bond University

Supporting Research and Analysis

Not Applicable

Related Legislation

Not Applicable

Review and Approval

Policy Author

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Recommending Body

Academic Board



Approval Body

College Council

Meeting date: 08 February 2019

Policy Status

Revised

Responsibilities for Implementation

- Director of Education
- Heads of Department / Associate Heads of Department / Course Coordinators

Key Stakeholders

- Academic staff
- Director of Education
- Heads of Department / Associate Heads of Department / Course Coordinators
- Sessional staff
- Student Services team
- Students