



STUDENT CONSULTATION POLICY

Approving authority	Academic Board
Approval date	7 April 2015
Purpose	The purpose of this policy is to ensure that academic staff are available for student consultations for agreed periods of time outside of normal class time.
Responsibility for implementation	Head of School
Next scheduled review	June 2017
Document Location	R:\OIHE\Policies\Student Consultation Policy.docx
Associated documents	Learning and Teaching Plan Academic Staff Position Descriptions Student Grievances & Appeals Policy Student Services & Support Policy

Acknowledgements:

This policy has been developed with reference to the following institution's policy:entworth Institute

1. Principles

1.1 Oxford Institute of Higher Education (herein referred to as "the Institute") is mindful of the need for students to consult with their lecturers and tutors and ensure that all students have access to appropriate student consultation services, outside of the lecture/tutorial time, with academic staff as and when required. This is regarded as an essential aspect of both the commitment by the Institute to supporting the learning by its students and to facilitate student retention and progression through their course.

2. Scope.

2.1 This applies to full-time and fixed term part-time and casual academic staff.

3. Policy

3.1 Consultation means a time for students either individually or in small groups to seek face-to-face contact with academic staff in order to raise any issues including assessment, content learning challenges or non-academic issues that they may be facing in the subject they are studying.

3.2 All academic staff must be available for appropriate student consultation times each week during the trimester, including the assessment period. These times must be advised to students at orientation and prominently displayed in the unit outline and within the Institute such as a notice on the door of the staff member/s office.



- 3.3 Consultation time is to be used to consult on issues related specifically to the unit the lecturer/tutor is teaching.
- 3.4 Any student who seeks academic skills support and/or language support should do so through services provided by student services staff. However it is recognised that some students may see their lectures and tutors as the first point of contact for a broader range of issues they are facing.

4. Procedures

- 4.2 Full-time academic staff must provide at least two blocks of two hours on different days of each week during the trimester for informal walk-in consultations and/or formal appointments. Where possible, students should be encouraged to make an appointment.
- 4.3 Part-time academic staff (up to .6 load) must provide at least one block of two hours each week during the trimester for informal walk-in consultations and/or formal appointments. Where possible, students should be encouraged to make an appointment.
- 4.4 Part-time academic staff with loads greater than .6 must be available for at least three hours of consultation which may include two blocks of 1.5 hours or a one hour and a two hour block on different days of each week. Where possible, students should be encouraged to make an appointment.
- 4.5 Casual academic staff must be available for informal walk-in consultations and/or formal appointments at least one half hour before and after each of their scheduled session/s. Where possible, students should be encouraged to make an appointment.
- 4.6 Academic staff should ensure that the Head of School is advised of all consultation hours at the beginning of each trimester. The Head of School will inform administration staff of these times which will be published in the subject outlines, the timetable and on the information board.
- 4.7 Consultation sessions may be held at places suitable for the purpose such as a vacant lecture room, tutorial room, office, or the Library but privacy should be ensured at all times.
- 4.8 The Institute provides all academic staff with access to email accounts and to students on enrolment.
- 4.9 When communicating with students, staff should only use their official Institute student email address.
- 4.10 When receiving an email from students requesting any information related to enrolment, assessment, complaints or other official or potentially private matters, the students should be informed that the contact needs to be sent via their Institute student email account so that their identity can be confirmed.
- 4.11 The Institute encourages students to utilise email outside of lecture/tutorial times. All lecturers/tutors, including casuals, are obligated to respond to emails from students in relation to the academic consultation.