

Student Consultation Policy and Procedure

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SECTION 1 – INTRODUCTION

PURPOSE

The Australasian College of Health and Wellness (ACHW) identifies and adequately meets the varying learning needs of all its students, including the provision of orientation courses and transition support and ongoing academic language and learning support.

ACHW ensures that academic staff who teach any course of study are reasonably available for students seeking academic assistance for units within the course of study.

This policy outlines the mechanism by which all teaching staff (including full-time, part-time and sessional staff) will make themselves available to assist students with academic matters outside of scheduled class times.

SECTION 2 – POLICY

PRINCIPLES

This policy outlines the mechanism by which academic staff (including full-time, part-time and sessional staff) will make themselves available to assist students with academic matters outside of scheduled class times.

POLICY

AVAILABILITY OF TEACHING STAFF FOR STUDENT CONSULTATION

All teaching staff (including full-time, part-time and sessional staff) will make themselves available for one hour per week for each unit they are teaching in order to allow students to consult on issues related specifically to those subjects. This means that a full-time staff member delivering four subjects will be available for student consultation four hours per week during the semester, a part-time staff member delivering two subjects will be available for two hours per week, while a sessional staff member delivering one subject will be available for one hour per week.

Where a staff member will be available for more than two hours per week, availability must be scheduled for at least two sessions on different days of the week.

Sessional staff may align their consultation times with scheduled classes. Consultation times should take into account the needs of specific cohorts of students, such as part-time students.

Approval of proposed consultation times

Teaching staff must advise the Head of School of their proposed consultation hours at the beginning of each semester. The Head of School will either approve the proposed consultation times or, where the times appear to be less than favorable for the majority of students, liaise with the staff member concerned to negotiate revised student consultation times.

Advising students of availability

Consultation times for all teaching staff will be published on the Learning Management System in the online Unit details.

Online consultation sessions

Given all programs at ACHW are offered in blended mode, the availability of all teaching staff will be via phone or online support. Privacy should be ensured at all times.

24/7 access -LMS, email, online libraries

Students are provided with access to email accounts to facilitate asynchronous communications with the College at all times. Students are encouraged to utilise email to contact teaching staff outside of scheduled consultation times, where appropriate. The contact email address for teaching staff will be published in the *Unit Guide* for the subject that they are teaching.

Teaching staff are required to respond to emails from students within two business days. Where a significant issue arises from email communication the staff member should make every effort to contact the student by telephone as soon as possible to discuss the matter.

Face-to-face meeting may be arranged if possible.

Availability of non-academic staff

Student Services and the Academic Learning Advisor are available for student consultation by appointment. In the case of urgent matters non-academic staff will make themselves available as soon as possible to discuss the matter with the student.

SECTION 3 – REFERENCE AND SUPPORTING INFORMATION

DEFINITIONS

Word/Term	Definition
Student Services	Are non-academic staff who are the first port of call to assist students with all non-academic matters. Student Services will also assist students with accessing academic support if required
Academic Learning Advisor	The Academic Learning Advisor is available to all students for assistance with academic matters in addition to their facilitators. The Academic Learning Advisor is responsible for helping students cope with their studies and arrange additional intervention measures as necessary
Academic matters	Academic matters directly concern your course and satisfying all requirements of the course. Students who are finding it difficult to meet course requirements should contact their facilitator or the Academic Learning Manager for assistance

SUPPORTING DOCUMENTATION

Document name	Document type	Location
Student Progression and Support Policy	Policy	G:\Compliance\ACHW\Policies & Procedures

SECTION 4 – DOCUMENT DETAILS

DOCUMENT OWNER

Name:	Student Consultation Policy and Procedure
Endorsed by:	Director ACHW
Approved by:	Head of Compliance
Date Approved:	10/07/2017
Implementation Owner	Head of Quality Assurance
Maintenance Owner	Head of Quality Assurance
Review Date	15/01/2021

CHANGE HISTORY

Version	Approval date	Approved by	Approved by	Change
V1	10/07/2017	Head of Compliance	Director ACHW	Initial Document review after purchase of MHMHE
V2		Approved by Academic Board on 10.03.2020		General review and update