



Student Consultation Policy

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| Policy Category | Academic |
| Policy Code | ACA-HE-10 |
| Policy owner | Executive Dean |
| Responsible Officer | Executive Dean |
| Approving authority | Academic Board |
| Contact Officer | Registrar |
| Approval date | 22 February 2017 |
| Commencement date | 6 March 2017 |
| Review date | 3 years |
| Version | 2017.1 |
| Related Documents | Student Consultation Procedure |

1. Purpose

The purpose of this Policy is to ensure that all students at the Australian Institute of Higher Education Pty Ltd ('the Institute') are provided with access to academic and non-academic staff, and to levels of communication appropriate to the level of responsibility of the relevant staff member.

2. Principles

The key principle informing this Policy is that of fair and appropriate access to consultation in both academic and non-academic matters.

3. Context

This Policy has been developed in the context of the Institute's commitment to and concern for the welfare of its students.

4. Scope

The Policy applies to all students at the Institute and relevant staff, including lecturers, course co-ordinators, Student Services, the Student Services Manager, the Learning Support Officer, and the Executive Dean.

5. Definitions

See the *AIH Glossary of Terms* for definitions.

6. Policy Details

6.1 Avenues of Consultation – Non-Academic Matters

6.1.1 Student Services:

Primary Role and Responsibility to Students

Student Services' responsibility is to ensure that all students are provided with administrative support.

6.1.2 Student Services Manager and/or Learning Support Officer:

Primary Role and Responsibility to Students

The responsibility of the Student Services Manager and the Learning Support Officer is to ensure that all students are provided with support in any non-academic matters and ensure that they are equipped with life skills and other aspects necessary for success in their academic study.

6.1.3 Executive Dean:

Primary Role and Responsibility to Students

In non-academic matters, the Executive Dean's responsibility is to ensure that all students are treated equitably and fairly in all aspects of their education at all times.

6.2 Avenues of Consultation – Academic Matters

6.2.1 Lecturers (and Sessional Lecturers):

Primary Role and Responsibility to Students

The lecturer's responsibility is to lecture and tutor the students and to support the students' academic progress. They are the first point of contact for student concerns. However, the student may be referred to other officers, e.g. Student Services and/or the Learning Support Officer, as the lecturer sees fit.

6.2.2 Course Coordinator/Program Director:

Primary Role and Responsibility to Students

The Program Director/Course Coordinator's responsibility is to support the Executive Dean in ensuring that all students are provided with a safe, supportive and challenging teaching and learning environment at the higher educational level. The Course Coordinator and/or Program Director also monitors student and lecturing staff performance, and provides an avenue for appeals from students and lecturers.

6.2.3 Executive Dean:

Primary Role and Responsibility to Students

In academic matters, the Executive Dean's responsibility is to ensure that all students are provided with a safe, supportive and challenging teaching and learning environment at the higher educational level.

7. Legislation

This Policy and the associated Procedure comply with the following Higher Education Standards Framework standards:

1. 2.3 (Wellbeing and Safety), which specifies that:

“All students are advised of the actions they can take, the staff they may contact and the support services that are accessible if their personal circumstances are having an adverse effect on their education.”

2. 3.2.5 (Staffing), which specifies that:

“Teaching staff are accessible to students seeking individual assistance with their studies, at a level consistent with the learning needs of the student cohort.”

3. 1.3. (Orientation and Progression), which specifies that:

“Successful transition into courses of study is achieved through orientation programs that are tailored to the needs of student cohorts and include specific consideration for international students adjusting to living and studying in Australia. Specific strategies support transition, including:

- c. providing access to informed advice and timely referral to academic or other support.”

8. Version Control

This Policy has been endorsed by the Australia Institute of Higher Education Academic Board as at February 2017 and is reviewed every 3 years. The Policy is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

| Change and Version Control | | | | |
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| Version | Authored by | Brief Description of the changes | Date Approved: | Effective Date: |
| 2016-2 | Registrar | Updated template | 6 July 2016 | 6 August 2016 |
| 2017-1 | Ms. McCoy | Revised and edited content Renamed 'Levels of Consultation' to 'Avenues of Consultation' Rearranged order of consultation Renamed titles of responsible positions Restructured document; added table at beginning | 22 February 2017 | 6 March 2017 |