



Student Consultation Procedure

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

1. Purpose

The purpose of this Procedure is to outline the protocols associated with the **Student Consultation Policy**. The Policy ensures students are provided with access to consultation with Australian Institute of Higher Education Pty Ltd ('the Institute') staff.

2. Scope

This Procedure sets out the avenues of consultation available to students in connection with both academic and non-academic matters. It applies to all students of the Institute, and involves the following Institute staff/sections:

- Student Services
- Student Services Manager
- Learning Support Officer
- Lecturers
- Course Coordinators/Program Director
- Executive Dean

3. Definitions

See the **AIH Glossary of Terms** for definitions.

4. Actions and Responsibilities

Avenues of Consultation: Non-Academic Matters

4.1 Student Services:

When to see Student Services

The first point of contact for students requiring administrative assistance will be Student Services. This includes matters that need not be dealt with directly by the Executive Dean.

Process

During the meeting with Student Services, notes will be taken and recorded on the students file in the Institute's electronic database. If the administrative staff member believes that another person should be present due to the circumstances of the meeting, the Executive Dean and the student will be informed before the meeting. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter) or through relevant administrative documents.

4.2 Student Services Manager/Learning Support Officer:

When to see the Student Services Manager or Learning Support Officer

The first point of contact for students concerning personal matters would normally be the Student Services Manager or Learning Support Officer. If a staff member is aware that a student may need personal support, they should first report it to the Executive Dean, who may refer the student to the Student Services Manager or Learning Support Officer.

Process

During the meeting with either the Student Services Manager and/or Learning Support Officer, notes will be taken and recorded on the students file in the Institute's electronic database. In cases where a sensitive or highly confidential issue is discussed, a record of the interview will be documented and stored in a secure drive only accessible by key personnel.

4.3 Executive Dean:

When to see the Executive Dean

The Executive Dean will provide support for students and staff in matters of urgency, gravity and other exceptional circumstances. The student may be referred to other officers, e.g. the Student Services Manager or Learning Support Officer, as the Executive Dean sees fit.

The Executive Dean will be accessible by appointments through Student Services at a time amenable to both parties.

Process

During the meeting with the Executive Dean, notes will be taken and recorded on the students file in the Institutes electronic database. If the Executive Dean believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. In cases where a sensitive or highly confidential issue is discussed, a record of the interview will be documented and stored in a secure drive only accessible by key personnel The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

Avenues of Consultation: Academic Matters

4.4 Lecturers (and Sessional Lecturers):

When to see Lecturers

The lecturer is the first point of contact for students concerning operational and academic matters. The student can then appeal to the Course Coordinator if they are dissatisfied with the outcome of their meeting with the lecturer.

The lecturer will maintain fixed consultation hours every week; this information will be broadcast to students through electronic means and also published around the campus.

Process

During the meeting with the lecturer, notes will be taken and recorded on the students file in the Institute's electronic database. If the lecturer believes that another person should be present due to the circumstances of

the meeting, the student will be informed before the meeting. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

4.5 Course Coordinator/Program Director:

When to see the Course Coordinator/Program Director

The first point of contact for students concerning operational matters will be their lecturer. The student can then appeal to the Course Coordinator and/or Program Director if they are dissatisfied with the outcome of their meeting with the lecturer. The student may be referred to other officers, e.g. the Learning Support Officer, as the Course Coordinator/Program Director sees fit.

The Course Coordinator and/or Program Director will maintain fixed consultation hours every week; this information will be put at the office doors and broadcast to students through electronic means e.g. Moodle.

Process

During the meeting with the Course Coordinator and/or Program Director, notes will be taken and recorded on the students file in the Institutes electronic database. If the Course Coordinator/Program Director believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

4.6 Executive Dean:

When to see the Executive Dean

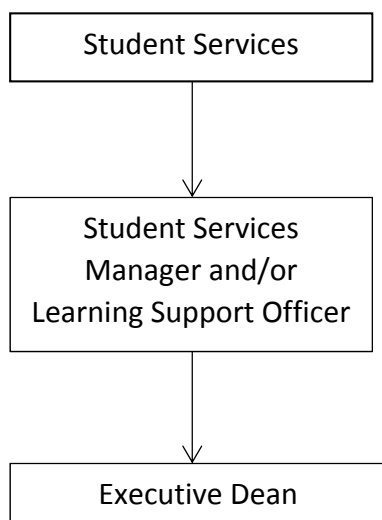
The first point of contact for students concerning operational matters will be their lecturer. The student can then appeal to the Course Coordinator and/or Program Director if they are dissatisfied with the outcome of their meeting with the lecturer. The Executive Dean ensures that due process is followed, and if necessary, provides an avenue for appeals. The Executive Dean will be accessible by appointments through Student Services at a time amenable to both parties.

Process

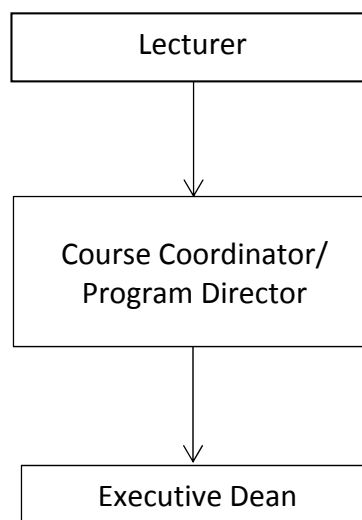
During the meeting with the Executive Dean, notes will be taken and recorded on the students file in the Institutes electronic database. If the Executive Dean believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

Sequence of Consultation:

Non-Academic Matters



Academic Matters



5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Executive Dean as at February 2017 and is reviewed every 3 years. The Procedure 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				
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. Rearranged order of consultation Added diagram of avenues of consultation Restructured document; added table at beginning	22 February 2017	6 March 2017