



**AUSTRALIAN INSTITUTE  
OF HIGHER EDUCATION**

## **Student Consultation Policy**

### **Category: Academic (ACA)**

#### **1. Purpose**

The purpose of this Policy is to ensure that students 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. Levels of Consultation**

##### **2.1 Executive Dean**

###### **Primary Role and Responsibility to Students:**

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, and to ensure that all students are treated equitably and fairly in all aspects of their education at all times.

###### **When to see Executive Dean**

The first point of contact for students concerning operational matters will be their lecturer. The student can then appeal to the Associate Dean of Studies if they are dissatisfied with the outcome of their meeting with the lecturer. The Executive Dean ensure that due process is followed, and if necessary, provide an avenue for appeals. The Executive Dean will also to 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. a Welfare Office, as the Executive Dean sees fit.

The Executive Dean will maintain fixed consultation hours every week; this information will be broadcasted to students through electronic means and also published at the Executive Dean's office.

###### **Process**

During the meeting with the Executive Dean, a Student Interview Form will be filled out. 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 Student Interview Form will be kept in a secure locked cabinet in the student file and logged on PEPi. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

##### **2.2 Associate Dean of Studies**

###### **Primary Role and Responsibility to Students:**

The Associate Dean of Studies' 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 Associate Dean of Studies also monitors student and lecturing staff performance, and provides an avenue for appeals from students and lecturers.

###### **When to see Associate Dean of Studies**

The first point of contact for students concerning operational matters will be their lecturer. The student can then appeal to the Associate Dean of Studies if they are dissatisfied with the outcome of their meeting with the lecturer. The student may be referred to other officers, e.g. a Welfare Office, as the Associate Dean of Studies sees fit.

The Associate Dean of Studies will maintain fixed consultation hours every week; this information will be broadcasted to students through electronic means and also published at the Associate Dean of Studies' office.

#### **Process**

During the meeting with the Associate Dean of Studies, a Student Interview Form will be filled out. If the Associate Dean of Studies believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The Student Interview Form will be kept in a secure locked cabinet in the student file and logged on PEPi. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

### **2.3 Lecturers (and Adjunct 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. a Welfare Office, as the lecturer sees fit.

#### **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 Associate Dean of Studies 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 broadcasted to students through electronic means and also published at the lecturer's office.

#### **Process**

During the meeting with the lecturer, a Student Interview Form will be filled out. 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 Student Interview Form will be kept in a secure locked cabinet in the student file and logged on PEPi. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

### **2.4 Welfare Officer**

#### **Primary Role and Responsibility to Students:**

The Welfare Officer's responsibility is to ensure that all students are provided with support for any non-academic areas that they require to assist ensure that they are equipped with life skills and other aspects necessary for success in their academic study.

#### **When to see Welfare Officer**

The first point of contact for students concerning personal matters could be the Executive Dean or students may go directly to the Welfare Officer. If a staff member is aware that a student may need personal support, they should first report it to the Executive Dean, who will refer the student to the Welfare Officer.

#### **Process:**

During the meeting with the Welfare Officer, a Student Interview Form will be filled out. The Student Interview Form will be kept in a secure locked cabinet in the student file. In cases where a sensitive or highly confidential issue is discussed, then the Interview Form will be placed in a sealed envelope with a signature across the seal with the student number and the words "confidential" on the outside of the envelope. This will be logged as a confidential interview on PEPi and the envelope filed in the student file.

### **2.5 Support Staff**

#### **Primary Role and Responsibility to Students:**

The support staff's responsibility is to ensure that all students are provided with support for any administration requirements.

#### **When to see Support Staff**

The first point of contact for students requiring the assistance of support staff will be based on the assistance required being an administrative matter that need not be dealt with directly by the Executive Dean.

## Process

During the meeting with support staff, a Student Interview Form will be filled out. If the staff 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 Student Interview Form will be kept in a secure locked cabinet in the student file and logged on PEPi. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter) or through relevant administrative documents.

## 3. Version Control

<b>Policy Owner:</b>	Executive Dean
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<b>Authorising Body:</b>	AIH Academic Board
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