

A112 Student Consultation Policy

Policy Category	Academic	
Responsible Officer	Academic Dean	
Review Date	July 2024	
Related documents	Information for Students Policy Information for Students Procedure Student Support Framework	
Version	Authorised by	Approval Date
1.1	Academic Board	10/05/22

1. Context

This Policy supports AIBI HE's commitment to provide a student-centred learning environment by offering adequate and effective consultation services.

2. Definitions

Consultation: a time for students to engage in face-to-face contact with academic staff to raise any issues that they may have in the subject they are enrolled in.

3. Scope

This Policy applies to AIBI HE students and academic staff, including full-time, part-time, casual, and contractors.

4. Policy Principles

The key principles informing this Policy are:

- access to appropriate academic consultation services outside of set lecture and tutorial times; and
- consultation time reserved to issues related to the subject the academic staff is teaching.

5. Policy Details

5.1 All academic staff are available for student consultation during teaching weeks and during designated study periods in which their teaching occurs, in addition to the examination period for that study period.

5.2 It is expected that academic staff will be available for at least one hour of consultation per three-hour class per week.

5.3 Consultation times are communicated to students during week 1 of classes and made available in subject information within the learning management system.

5.4 Information regarding student support services are also clearly communicated to students during week 1 and made available to students in the learning management system.

5.5 Students are provided with academic literacy and skills support through the Student Support Officer.

6. Appeals

Appeals or disputes concerning any decision taken in relation to this Policy should be made under the relevant *Complaints and Appeals Procedure*. Overseas students may lodge an appeal with the Overseas Students Ombudsman.

7. References

Higher Education Standards Framework (Threshold Standards) 2021 – Part A, Standards 3.2

8. Acknowledgements

In developing this policy, AIBI HE acknowledges:

- TEQSA Guidance Notes: Staffing, Learning Resources and Educational Support

Document History:

Version	Date	Author	Reason	Sections
0.1	19/9/2017	Lincoln Aleck	Feedback from AB members. AB meeting 14 Sept 2017 (Via Circulation)	All
0.2	28/05/2018	Julien Marechal	Revised based on the Academic Board's feedback provided at its 16/05/18 meeting	All

1.0	29/06/2018	Julien Marechal	Amended as per the Academic Board's comments at its 25/06/18 meeting	5
1.1	10/05/2022	Chaido Kioukou	Amended to reflect new corporate name Australian Institute of Business Intelligence; abbreviated to the Institute and new logo.	All