

Student Consultation Policy

Purpose	This policy addresses AITC's approach to student consultations.
Location	The policy is maintained on owncloud
Responsible executive	CEO
Responsible office	CEO's Office
Contact officer	TBA
Effective date	29 June 2020
Review date	TBA
Modification history	Version 1.0
Related documents	AITC Student Learning Support Policy AITC Student Grievance Mediation Policy AITC Student Orientation Policy
Authority	Approved by Council

1. Purpose

The purpose of this policy is to ensure all students have access as and when required to appropriate student consultation services with administrative staff or academic staff outside of the lecture/tutorial time.

2. Scope

This policy applies to all Academic Staff including full-time and part-time/sessional lecturers, Administrative Staff and students at AITC.

3. Definitions

Consultation means a time for students to seek face-to-face contact with Administrative Staff to discuss any administrative or personal issues, or Academic staff in order to raise any issues that they may have in the unit they are studying. This time is to be used to consult on issues related specifically to the unit the lecturer is teaching. Any student who seeks Academic skills support or Language Support should use Drop In times and **not** at the Consultation time.

4. Procedures

4.1. Academic Staff Consultations

4.1.1. All Academic staff must be available for student consultation times (see Item 4.2) each week

during designated study periods in which their teaching occurs in addition to the associated examination period for that study period. These times must be advised to students at Orientation and prominently displayed within AITC such as a notice on the door of the staff member/s.

4.1.2. Both full-time and part-time Academic staff must have a consultation time of two hours each week during teaching weeks.

4.1.3. Academic Staff should ensure that the Course Coordinator is advised of all consultation hours at the beginning of each semester. The Course Coordinator will inform Student Support staff of these times which will be published in the unit descriptions, the timetable and on the information board.

4.1.4. The Course Coordinator will ensure that consultation times do not clash with the timetable.

4.1.5. Consultation sessions will be held at places suitable for the purpose such as a vacant lecture room, tutorial room, teachers' office, the office of student administration, or the Library.

4.1.6. Should a student request a private or confidential consultation for academic purposes, the consultation can be located at a consultation room in AITC, or any office without any other person.

4.2. Administrative Staff Consultations

4.2.1. All Administrative Staff are available for student consultations during scheduled Business Hours. One on One consultations with specific staff must be scheduled in advance by contacting the Student Support Officer.

5. Academic Online Consultation

5.1 AITC uses the Moodle system, a commercial off-the-shelf online Learning Management System to assist in facilitating student consultation with academic staff.

5.2 All academic staff and students have access to the Moodle through AITC's website using their passwords.

5.3 AITC encourages students to utilise online tools where appropriate for consultation outside of lecture/ tutorial times. The lecturers, full-time or part-time, are obliged to respond to emails from students in relation to the academic consultation.