

## POLICY S10.2

# STUDENT ASSISTANCE AND CONSULTATION ON ACADEMIC MATTERS

## 1.0 INTRODUCTION

### 1.1 Context

In the provision of its higher education courses, orientation courses, transition support and ongoing academic language and learning support, the Australasian College of Health and Wellness (ACHW) identifies and adequately supports the individual learning needs of all its students by ensuring that teaching staff who teach any course of study, Student Services, the Academic Learning Advisor and other staff are reasonably available for students seeking academic assistance.

### 1.2 Purpose

This policy outlines the principles and responsibilities which govern the availability of ACHW and Third-Party Partner (TPP) teaching staff (including full-time, part-time, and sessional staff) to assist students with academic matters outside of scheduled session times.

It also outlines the principles and responsibilities which govern the availability of Student Services, the Academic Learning Advisor, and other staff to assist students with academic matters.

### 1.3 Scope

This policy applies to all staff and students of ACHW and TPPs.

### 1.4 Scope Exceptions

None.

## 2.0 RESPONSIBILITIES

1. ACHW and TPP students are responsible to comply with this policy.
2. ACHW and TPP staff are responsible to comply with this policy.

## 3.0 POLICY

### 3.1 Principles

1. ACHW and TPP staff and students communicate with each other in a professional, timely and honest manner reflecting their respective code of conduct -the Student Code of Conduct Policy or the Staff Code of Conduct Policy.
2. ACHW and TPPs ensure that teaching staff, and other staff, are reasonably available for students seeking academic assistance for units within the course of study.
3. ACHW and TPP students can expect to have teaching staff (including full-time, part-time, and sessional staff) available to them for assistance and consultation outside of scheduled class times in accordance with the details in the Student Assistance and Consultation on Academic Matters Procedure.
4. ACHW and TPP students can expect to have to have Student Services staff available to them for assistance at the published office hours for the service - see ACHW and TPP website and for consultation via appointment as outlined in the Student Assistance and Consultation on Academic Matters Procedure.
5. ACHW and TPP students can expect to have the Academic Learning Advisor (or equivalent at TPPs) available for assistance and consultation on academic matters via appointment, as outlined in the Student Assistance and Consultation on Academic Matters Procedure.
6. ACHW and TPPs expect that students will understand that busy schedules require students to respect the notification of availability of teaching and other staff.
7. Student misbehaviour in respect to accessing teaching and other staff will be addressed in accordance with the Student Code of Conduct and the Managing Inappropriate Student Behaviour Procedure.
8. Complaints by students and staff under this policy may follow the Student Grievances and Complaints Policy and Procedure or the Staff Grievances and Complaints Policy and Procedure, but are first discussed with the Head of School, ACHW or TPP, to pursue a more informal path to resolution of the issue.

## 4.0 DEFINITIONS

- **Academic Learning Advisor** - The Academic Learning Advisor is available to all ACHW students for assistance with academic matters, in addition to their Facilitators. The Academic Learning Advisor is responsible for helping students cope with their studies and to arrange additional intervention measures as necessary.
- **Academic matters** - Academic matters are those that directly concern the student's course and their progression towards satisfying all requirements of the course. Students who are finding it difficult to meet course requirements should contact their facilitator or the Academic Learning Manager for assistance.
- **Student Services** - Are non-academic staff who are the first port of call to assist students with all non-academic matters. Student Services will also assist students with accessing academic support if required.
- **Third-Party Partner (TPP)** - an organisation, other than ACHW, providing education services to students on behalf of ACHW, such as delivering an ACHW unit or course.

## 5.0 REFERENCES AND ASSOCIATED INFORMATION

- Managing Inappropriate Student Behaviour Procedure - see Student Code of Conduct Policy
- Staff Code of Conduct Policy
- Staff Grievances and Complaints Policy
- Student Assistance and Consultation on Academic Matters Procedure
- Student Code of Conduct Policy
- Student Grievances and Complaints Policy
- Student Progression and Support Policy

## 6.0 POLICY OWNERSHIP

Policy Owner	Director of Education
Status	Reviewed on July 2021
Approval Authority	ACHW Corporate Board
Date of Approval	27 July 2021
Effective Date	18 August 2021
Implementation Owner	Head of School, ACHW
Maintenance Owner	Senior Policy and Compliance Officer
Review Due	July 2024
Content Enquiries	Candice Heskey - Head of School, ACHW Email: <a href="mailto:cheskey@achw.edu.au">cheskey@achw.edu.au</a>

## 7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S10.0	10 July 2017	Head of Compliance/ Director ACHW	Initial Document review after purchase of MHMHE
S10.1	10 March 2020	Academic Board	General review and update
S10.2	27 July 2021	Director of Education	Title changed from 'Student Consultation' to better reflect the policy's purpose. Procedure separated from Policy. Student misbehaviour in accessing teaching and other staff added in. New template. Definitions, References and Policy ownership updated.