

PROCEDURE S10.2-P10.2

STUDENT ASSISTANCE AND CONSULTATION ON ACADEMIC MATTERS

1.0 INTRODUCTION

1.1 Related Policy

Student Assistance and Consultation on Academic Matters Policy

1.2 Purpose

This procedure outlines the responsibilities and processes involved to ensure all ACHW and Third-Party Partner (TPP) teaching staff (including full-time, part-time and sessional staff) and other relevant staff make themselves available to assist students with academic matters outside of scheduled session times, as required by the Higher Education Standards Framework (2021), Standard 3: Teaching, and Standard 3.2.5 specifically.

1.3 Scope

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

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. All ACHW and Third-Party Partner (TPP) teaching staff (including full-time, part-time, and sessional staff), Student Services staff, the Academic Learning Advisor and other staff mentioned in this procedure are responsible to make themselves available to assist students with academic matters as outlined in this procedure.
2. All ACHW and TPP students are responsible to follow this procedure, and the Student Code of Conduct in accessing teaching and other staff for assistance with academic matters.
3. All ACHW and TPP staff are responsible to follow this procedure and the Staff Code of Conduct in the provision of assistance and consultation on academic matters to students.
4. Students and staff of ACHW and TPPs are responsible to maintain privacy in all matters discussed during the provision of assistance and consultation, in accordance with the Privacy Policy and privacy legislation.

3.0 PROCEDURE

3.1 Consultation times

1. All teaching staff (including full-time, part-time, and sessional staff) will make themselves available for one hour per week for each unit they are teaching in order to allow students to consult on issues related specifically to those units. The Head of School, ACHW or TPP, must approve the scheduled times - see clause 3.2.1. and 3.2.2.
2. Where a staff member will be available for more than two hours per week, availability must be scheduled for at least two sessions on different days of the week.
3. Sessional staff may align their consultation times with their schedules.
4. Consultation times should take into account scheduled sessions and the needs of specific cohorts of students, such as part-time students.
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6. Consultation times for all teaching staff will be published on the Learning Management System in the online unit details.
7. Given all programs at ACHW are offered in blended mode, the availability of all teaching staff will be via phone or online support and provided in emailed student communications and on the Learning Management System (Moodle). Where relevant, TPPs teaching staff will be available via phone or online, although face to face meetings may be arranged if possible. Student Services and the Academic Learning Advisor are available for ACHW student consultation by appointment. Information on how to request an appointment is available on the ACHW website and the Learning Management System (Moodle).
8. TPP students should refer to the TPP website for the support available and consultation hours.
9. In the case of urgent academic matters, if the student has not been able to contact teaching staff, they should contact Student Services for assistance.
10. Students who are finding it difficult to meet course requirements should contact their Facilitator or the Academic Learning Advisor for assistance.

3.2 Approval of proposed consultation times

1. Teaching staff, ACHW and TPPs, must advise the Head of School, ACHW and TPP, of their proposed consultation times at the beginning of each semester.
2. The Head of School, ACHW or TPP, will either approve the proposed consultation times or, where the times appear to be less than favourable for the majority of students, liaise with the staff member concerned to negotiate revised student consultation times.

3.3 Communication with students

1. Students are provided with access to email accounts to facilitate asynchronous communications with ACHW or TPP at all times. Students are encouraged to utilise email to contact teaching staff outside of scheduled consultation times, where appropriate. The contact email addresses for teaching staff are published in the Unit Guide for the unit(s) they are teaching.
2. Contact emails for Student Services and the Academic Learning Advisor are published on ACHW and TPP websites in Moodle and in the Unit Guides.
3. All staff are required to respond to emails from students within two business days. Where a significant issue arises from email communication the staff member should make every effort to contact the student by telephone as soon as possible to discuss the matter.
4. Face-to-face meetings may be arranged where the staff member believes this would be beneficial, the student agrees to it, and it is logistically possible.

4.0 DEFINITIONS

- **Academic Learning Advisor** - The Academic Learning Advisor is available to all 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 arrange additional intervention measures, as necessary.
- **Academic matters** - Academic matters directly concern a student's units/course and satisfying all requirements of the unit/course.
- **Facilitator** - Facilitators are the lecturers and assessors for each unit. Facilitators are responsible for helping students with academic enquiries specific to the unit they deliver.
- **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

- Higher Education Standards Framework (2021)
- Privacy Policy
- Staff Code of Conduct Policy
- Student Assistance and Consultation on Academic Matters Policy

- Student Code of Conduct Policy
- Student Progression and Support Policy

6.0 POLICY/PROCEDURE 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: cheskey@achw.edu.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S10.0-P10.0	10 July 2017	Head of Compliance/ Director ACHW	Initial Document review after purchase of MHMHE
S10.1-P10.1	10 March 2020	Academic Board	General review and update
S10.2-P10.2	27 July 2021	Director of Education	Procedure separated from policy. New title - previously the Student Consultation Procedure. New template. Responsibilities added. More detail added on contacting staff. Additional definitions. Policy ownership amended.