

	Title:	
	<h1>Student Consultation Policies</h1>	
	Version: 1.01	Date: 20/03/2012
	Policy Area: Academic Governance	Next Review: 02/2013
Approval: Chairperson, Academic Board		Signature:

### PROVISION OF STUDENT CONSULTATION HOURS

The following guidance is provided for staff members in the setting of consultation times for students.

1. Vose College requires all lecturers—whether full-time, part-time or sessional—to be available to students for advice and consultation during time in which lectures are delivered for at least 25% of the time devoted to lecturing the unit. If, for example, a staff member teaches nine hours per week on campus, just over two hours per week should be formally available to students.
2. If the staff member does not have an office on the campus, a room for his or her use must be set aside by the institution administrator.
3. In cases where a lecturer is delivering to students in distance or on-line mode, hours of availability must broadly correspond to the requirement stipulated above.
4. All lecturers should provide their classes with their contact details (phone, email, fax). This is especially important if Vose College opts to offer courses in distance, on-line and intensive mode.
5. Consultation times must be appropriately publicised to students.
6. The Vose Office must be advised of consultation times at the beginning of each semester and also advised of any changes made to consultation times during the semester.
7. If a staff member will be unavailable during an advertised period of consultation this should be publicised and the Office notified of such absences.
8. The amount of consultation time provided during study breaks and exam weeks would normally be greater than during teaching weeks.
9. Academic staff should ensure that their consultation hours do not clash with classes that their students are likely to be attending.

#### Online Consultation

1. Vose College uses the Moodle system to facilitate student consultation with academic staff.
2. All academic staff and students have access to Moodle through the website of the College by use of their passwords.

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3. The College encourages students to utilise the online tool for consultation outside of lecture/tutorial times. Vose College requires that lecturers respond to student emails within 24 hours of them being received.

### **COLLEGE INITIATED CONSULTATIONS**

The College may initiate a student consultation where a student is identified as requiring assistance or support. The Progress and Intervention Policy will be applied in these circumstances.

### **ENSURING EFFECTIVE STUDENT FEEDBACK**

Vose College affirms that students have a significant contribution to make in the development and review of educational programs. Vose College is committed to ensuring on-going consultation with students, both for the purpose of assisting students academically and to encourage an open and mutually respectful dialogue with students.

1. Each department of Vose College shall establish and maintain procedures for seeking regular feedback from students about educational programs, and for involving them, where appropriate, in decisions and discussions affecting them in their studies
2. The College shall ratify the election of a student representative to the Academic Board of the College.
3. The College shall prepare and publish a guide for student consultation.
4. Each department shall continue to use questionnaires to seek students' comments on subjects taught.
5. When course reviews and course development are undertaken, each department shall seek student comment widely, through questionnaires, interviews and membership of committees where appropriate
6. Each department shall develop procedures for timely communication to students of information affecting their studies.

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## Appendix: Document History and Version Control Record

**Document Title:** Student Consultation Policies

**Source Documents:** Australian Institute of Business Student Consultation. Retrieved 13 September 2011 from <http://www.aib.edu.au/policies/Teaching%20and%20Learning/Student%20Consultation.pdf>

Flinders Business School Policy on the Provision of Student Consultation Hours. Retrieved 13 September 2011 from [https://socsci.flinders.edu.au/fbs-intranet/FBS\\_Student\\_Consultation\\_Hours\\_Policy\\_July09.pdf](https://socsci.flinders.edu.au/fbs-intranet/FBS_Student_Consultation_Hours_Policy_July09.pdf)

Monash University Student Representation and Consultation Policy. Retrieved 13 September 2011 from <http://policy.monash.edu.au/policy-bank/management/governance/student-representation-consultation-policy.html>

SAE Institute Policy Student Consultation. Retrieved 13 September 2011 from [http://www.sae.edu/media/ByronBay/pdf/policy/10641\\_3\\_S\\_POL\\_001\\_StudentConsultation.pdf](http://www.sae.edu/media/ByronBay/pdf/policy/10641_3_S_POL_001_StudentConsultation.pdf)

TOP Education Student Consultation Policy. Retrieved 13 September 2011 from <http://www.top.edu.au/student-consultation-policy>

**Associated Internal Documents:**

**Associated External Documents**

**Authorised Officer:** Chairperson, Academic Board

**Approved by:** Academic Board

**Date of Approval:**

**Assigned Review Period:** 1 year

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Version Number	Version Date	Authorised Officer	Amendment Details
1.00	6 Dec 2012	Chairperson, Academic Board	Submitted to the HEAC for Vose College NSAI registration: Attachment 7.5b, Student Consultation Policies
1.01	18 Jun 2012	Chairperson, Academic Board	Reviewed by Darren Smith for Academic Board: Version control added