
STUDENT CONSULTATION POLICY

1. Purpose

- 1.1 This *Student Consultation Policy* supports Ikon Institute of Australia's (Ikon) commitment to ensuring that all students of Ikon have fair and reasonable access to appropriate consultation with academic staff, outside of the normal class time. The aim of student consultation is to assist students to achieve the best possible outcome in their studies.
- 1.2 This policy is informed by the Higher Education Standards Framework (Threshold Standards) 2021, in particular Sections 3.2 Staffing, 3.3 Learning Resources and Educational Support, and 5.3 Monitoring, Review and Improvement.

2. Scope

- 2.1 This policy applies to all staff with teaching responsibilities.

3. Related Documents

This policy should be read in conjunction with the following documents:

- Student Handbook
- Student Services Policy
- International Student Services Policy
- Learning Support Policy
- Inclusion, Diversity and Equity Policy
- Student Academic Progress Policy
- Assessment Policy

This policy and related documents can be accessed via the student and staff policy libraries.

4. Definitions

“Class time” refers to both lectures and tutorial times.

“Consultation” means the time for students to engage in contact with teaching staff to raise any issues that they may have in the subject they are enrolled in and is to be used to consult on issues related specifically to the subject the lecturer is teaching.

“Higher Education Standards Framework (Threshold Standards) 2021” means the national standards for higher education all higher education providers must meet as established by TEQSA.

“Student access for consultation with teaching staff” means teaching staff being accessible to students:

- during scheduled class times to address any issue raised by students to the best of their ability
- before or after class-time to address any issue raised by a student if time permits and suits both parties
- outside of scheduled class times via phone or email or Zoom (or similar technology)

- by appointment in a prescribed allocation for student consultation during the teaching period and as communicated clearly to students at the start of trimester
- by appointment as necessary and as mutually agreed by the teaching staff and the student concerned.

“**Working days**” means Monday to Friday and excludes public holidays and times when the Institute is closed over the annual shutdown.

POLICY

5. Principles

- 5.1 All academic staff at Ikon are expected to provide students with adequate and timely consultation in academic matters. It is expected of the academic staff that they will be available for appropriate student consultation times each week during the trimester in which their teaching takes place.
- 5.2 It is a requirement of the Institute that all academic staff make themselves available for student consultation throughout the trimester and during Assessment Week.

6. Roles & Responsibilities

- 6.1 The Dean and Heads of School are responsible for the effective management and implementation of this policy and related procedures.
- 6.2 The Heads of School are responsible for ensuring their academic staff are aware of and implement the policy and related procedures.
- 6.3 All academic teaching staff are responsible for providing academic consultation to students on an individual and/or group basis as needed and for the effective implementation of this policy.

PROCEDURE

7. Student Consultations

- 7.1 Students may consult academic staff, regarding, but not limited to:
 - clarification of subject requirements
 - clarification of assessment task requirements
 - assistance in catching up on content from any classes they may have missed
 - advice on strategies to complete assessment tasks
 - extension of assessment due dates
 - feedback on performance
 - professional information / advice.

8. Consultations With Teaching Staff

- 8.1 All academic staff must be available for consultation for at least one hour per week, for the duration of each trimester for each subject.
- 8.2 This time is inclusive of the weeks when teaching occurs and the Assessment Week and shall occur outside of specified class times.
- 8.3 Designated student consultation times and contact details shall be advised to students by the Lecturer and published in Canvas.
- 8.4 Consultation sessions shall be held either online or at places suitable for the purpose on campus.
- 8.5 Variations of consultation times must be communicated to the Education Services team and advised to students as soon as possible.
- 8.6 Staff must have compelling reasons for not being available for designated consultation times. Arrangements should be made for consultation by other means such as by email or for another appropriate staff member to be available.
- 8.7 Students are to contact academic staff via Canvas.
- 8.8 Teaching staff are required to respond to emails from students within two working days.
- 8.9 Students are encouraged to utilise email to contact teaching staff outside of scheduled consultation times, where appropriate.
- 8.10 Where a significant issue arises from email communication, the staff member should make every effort to meet the student face-to-face, by telephone or by Zoom as soon as possible to discuss the matter.

9. Consultations With Other Academic Staff

- 9.1 The Dean and Heads of School are available for student consultation by appointment and can be made by contacting the Academic Support or Student Experience teams or by emailing the academic directly.
- 9.2 Students may be referred to a Dean or Head of School for assistance where a need for escalation or broader support is identified
- 9.3 In the case of urgent matters, non-teaching academic staff will make themselves available as soon as possible to discuss the matter with the student.

10. Consultations with Support Staff

- 10.1 Members of the Academic Support team, Student Experience team (SET), and Education Services team (EDSet) are available for student consultation by appointment and contact details for each can be found in Canvas.
- 10.2 Further details can be found in the *Student Services Policy* and the *Learning Support Policy* and in Canvas.

11. Publication

- 11.1 This policy shall be published in the student and staff policy libraries.

Policy Information & History

Policy Category	Academic, Support
Policy ID	SU003A
Approved by	Academic Board
Date of Approval	7 September 2022
Endorsed by	Teaching and Learning Committee
Date of Endorsement	1 September 2022
Previous Versions	-
Next Review Date	September 2025
Government Legislation	Tertiary Education Quality and Standards Agency Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Higher Education Support Act 2003 National Code 2018 Academic Qualifications Framework
Sources:	The following were considered in developing this framework: Tertiary Education Quality and Standards Agency, <i>Guidance Note: Staffing, Learning Resources and Educational Support</i>, Version 1.3, 22 November 2017
Responsible Officer	Executive Dean
Benchmarking:	External referencing activities were conducted against comparable providers and best practice using publicly available information for: Australian Institute of Business Intelligence, S P Jain School of Global Management, Bond University, Australian National Institute of Management and Commerce, Sydney Institute of Traditional Chinese Medicine, and the Australian College of Natural Medicine,