

# **STUDENT CONSULTATION POLICY AND PROCEDURE**

## **1. Overview**

Astra Institute of Higher Education (“ASTRA” or “the Institute”) is committed to ensuring that all teaching staff are available for face-to-face and online student consultation during each study period, including non-teaching periods as appropriate.

This policy outlines the mechanism by which all teaching staff (including full-time, part-time, casual and sessional staff) will make themselves available to assist students with academic matters outside scheduled class times.

## **2. Availability of teaching staff for student consultation**

### **2.1 Availability for face-to-face consultation**

All teaching staff (including full-time, part-time, casual and sessional staff) will make themselves available for at least one-hour per week for each unit they are teaching in order to allow students to consult on issues related specifically to the unit. Consultation times should take into account the needs of specific cohorts of students, such as part-time students and online students.

Where a staff member will be available for more than two-hours per week, their availability will normally be scheduled for at least two sessions on different days of the week.

Casual or sessional staff may align their consultation times with scheduled classes.

### **2.2 Approval of proposed consultation times**

Teaching staff will advise the relevant Course Coordinator of their proposed consultation hours at the beginning of each study period. The Course Coordinator 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.

### **2.3 Advising students of availability**

Approved consultation times for each individual member of teaching staff will be published in the Unit Outline all units being offered in the teaching period. Student consultation times for all teaching staff will be published on student notice boards and the Institute’s learning management system.

## 2.4 Consultation sessions

Where a teacher utilises a shared office, consultation sessions may be held in a vacant lecture/tutorial room, interview room or office but wherever the consultation is held, privacy should be ensured at all times.

## 2.5 Online consultation

Students are provided with access to ASTRA email accounts to facilitate asynchronous communications with the Institute. Students are encouraged to utilise email to contact teaching staff outside of scheduled consultation times, where appropriate. The contact email address for teaching staff will be published in each Unit Outline for the units of study that they are teaching.

Teaching staff will be normally expected 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 meet the student face-to-face or by telephone as soon as possible to discuss the matter.

## 3. Availability of non-teaching staff

The Dean and Course Coordinators are available for student consultation by appointment. In the case of urgent matters non-teaching staff will make themselves available as soon as possible to discuss the matter with the student.

Support for developing academic skills is available through the library.

Support staff are also available to assist students in a range of non-academic matters as detailed in the Student Handbook.

## 4. Version history

Version	Approved by	Approval Date	Details
1.0	Academic Board	12 October 2021	Document creation

Document owner: Dean

Listed: Public document