



Student Consultation Policy

Purpose	Sets out the Institute's approach to student consultations.
Location	The policy is maintained on owncloud (original: Pydio)- http://cloud.ee.edu.au/owncloud
Responsible executive	Principal
Responsible office	Principal's Office
Contact officer	TBA
Effective date	30 November 2016
Review date	30 November 2018
Modification history	No pre-existing policy
Related documents	No related policies or plans
Authority	Approved by Council

1 Purpose

The purpose of this policy is to ensure the implementation of a mechanism provided by Elite Education Institute that all students have access to appropriate student consultation services, outside of the lecture/tutorial time, with academic staff as and when required.

2 Scope

This policy applies to all Academic Staff including full-time and part-time/sessional lecturers and students at the Institute.

3 Definitions

Consultation means a time for students to seek face-to-face contact with Academic staff in order to raise any issues that they may have in the unit they are studying. This time is to be used to consult on issues related specifically to the unit the lecturer is teaching. Any student who seeks Academic skills support or Language Support should use Drop In times and **not** at the Consultation time.

4 Procedures

4.1 All Academic staff must be available for appropriate student consultation times each week during designated study periods in which their teaching occurs in addition to the associated examination period for that study period. These times must be advised to students at Orientation and prominently displayed within the Institute such as a notice on the door of the staff member/s.



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- 4.2 Both full-time and part-time Academic staff must have a consultation time of two hours each week during teaching weeks.
 - 4.3 Academic Staff should ensure that the Course Coordinator is advised of all consultation hours at the beginning of each semester. The Course Coordinator will inform Student Support staff of these times which will be published in the unit descriptions, the timetable and on the information board.
 - 4.4 The Course Coordinator will ensure that consultation times do not clash with the timetable.
 - 4.5 Consultation sessions will be held at places suitable for the purpose such as a vacant lecture room, tutorial room, teachers' office, the office of student administration, or the Library.
 - 4.6 Should a student request a private or confidential consultation for academic purposes, the consultation can be located at the consultation room in the Institute, or any office without any other person.

5 Online Consultation

- 5.1 The Institute uses the Moodle system, a commercial off-the-shelf online teaching and learning tool to assist in facilitating student consultation with academic staff.
- 5.2 All academic staff and students have access to the Moodle through the Institute's website using their passwords.
- 5.3 The Institute also provides all academic staff and students with Elite Education email accounts.
- 5.4 The Institute encourages students to utilize the online tool for consultation outside of lecture/tutorial times. The lecturers, full-time or part-time, are obliged to respond to emails from students in relation to the academic consultation.