



## 26. Student Consultation Policy

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| Purpose               | Sets out the Institute's approach to student consultations.   |
| Location              | The policy is maintained on owncloud (original: Pydio)- <a href="http://cloud.ee.edu.au/owncloud">http://cloud.ee.edu.au/owncloud</a> |
| Responsible executive | CEO   |
| Responsible office    | CEO's Office  |
| Effective date        | 30 November 2016  |
| Review date           | 30 November 2018, 30 November 2023  |
| Modification history  | 10 Mar 2023 (v2)  |
| 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, and the relevant Unit Outline
- 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 Academic Support Officer is advised of all consultation hours at the beginning of each semester. The Academic Support Officer will inform Student Support staff of these times, and they will be published in the Unit Outlines, the timetable and on the information board.



- 4.4 The Academic Support Officer 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 Moodle and Zoom as a part of its learning management system, a commercial off-the-shelf online teaching and learning tool to assist in facilitating student consultation with academic staff, as well as other aspects of teaching and learning.
- 5.2 All academic staff and students have access to the scheduled Zoom meeting through the Institute's LMS using their login details.
- 5.3 The Institute also provides all academic staff with Elite Education email accounts and students can email to the academic staff with their inquiries.
- 5.4 The Institute encourages students to utilise the online tool (Moodle and Zoom meeting tools) 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 their academic consultation.