



KIHE

Kingsford Institute
of Higher Education

STUDENT CONSULTATION POLICY AND PROCEDURE

1. Overview

- 1.1. Kingsford Institute of Higher Education (“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 mid-term break, study week and any examination period).
- 1.2. 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

- 2.1.1. All teaching staff (including full-time, part-time, casual and sessional staff) will make themselves available for one hour per week for each unit of study they are teaching in order to allow students to consult on issues related specifically to those units of study. This means that a full-time staff member delivering four units of study will be available for student consultation four hours per week during the study period, a part-time staff member delivering two units of study will be available for two hours per week, while a casual or sessional staff member delivering one unit of study will be available for one hour per week.
- 2.1.2. Where a staff member will be available for more than two hours per week availability must be scheduled for at least two sessions on different days of the week.
- 2.1.3. Casual or sessional staff may align their consultation times with scheduled classes.
- 2.1.4. Consultation times should consider the needs of specific cohorts of students (e.g., part-time students and online students).

2.2. Approval of proposed consultation times

- 2.2.1. Teaching staff must advise the 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 most students, liaise with the staff member concerned to negotiate revised student consultation times.

2.3. Advising students of availability

- 2.3.1. Approved consultation times for each individual member of teaching staff will be published in the *Unit Outline* for any units of study that they are teaching. Student consultation times for all teaching staff will be published on the Institute’s LMS and intranet.

2.4. Consultation sessions

- 2.4.1. Where a teacher utilises a shared office, consultation sessions may be held in a vacant lecture or tutorial room, interview room or office but wherever the consultation is held, privacy must be always assured.



2.5. Online consultation

2.5.1. Students are provided with access to email addresses to always 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.

2.5.2. Teaching staff are required 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

3.1. 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.

3.2. Support for developing academic skills is available through the Library.

3.3. 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	9 June 2023	Document creation and initial approval

Document owner: Dean