



STUDENT CONSULTATION POLICY AND PROCEDURE

1. Overview

Skyline Higher Education Australia (“SHEA”) is committed to ensuring that all teaching staff are available for face-to-face and online student consultation during each study period including revision and assessment weeks.

This policy outlines how all teaching staff (including full-time, part-time, casual and sessional staff) will be available to assist students with academic matters outside scheduled class times.

2. Availability of teaching staff for student consultation

2.1 Availability of a face-to-face consultation

All teaching staff (including full-time, part-time, casual and sessional staff) will make themselves available for one hour per week for each subject they are teaching to allow students to consult on issues related specifically to those subjects. This means that a full-time staff member delivering four subjects will be available for student consultation four hours per week during the study period. A part-time staff member delivering two subjects will be available for two hours per week. A casual or sessional staff member delivering one subject will be available for one hour per week.

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

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

Consultation times will consider the needs of specific cohorts of students, such as part-time and online students.

2.2 Approval of proposed consultation times

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

Approved consultation times for each teaching staff member will be published in the Subject Outline for each subject they are teaching. Student consultation times for all teaching staff will be published on the Learning Management System (LMS).

2.4 Consultation sessions

Where a teacher utilises a shared office, consultation sessions may be held in a vacant classroom, interview room or office, but wherever the consultation is held, the teaching staff will ensure privacy for the student.

2.5 Online consultation

Students are provided with access to email accounts to always facilitate asynchronous communications with SHEA. 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 Subject Outline for the subjects that they are teaching.

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

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 (refer to the Library Development and Management Plan).

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

4. Related documents

- Subject Outline
- Student Hub

5. Version history

Version	Approved by	Approval Date	Details
1.0	Academic Board	19 October 2022	Document creation and initial approval
1.1	Dean	2 February 2024	Changed student handbook to student hub

Document owner: Dean