

Student Consultation Policy and Procedure		
Code: A1.10	Area: Academic	
Policy Owner: Academic Board	Version #: 2.1	Date: 1 Sep 2022
Policy Developer/Reviewer: QAM	Review date: 1 Sep 2025	

VERSION HISTORY

Version	Authorised by	Approval Date	Details
1.0	Academic Board	24 March 2011	Document creation
1.1	Academic Board	27 August 2014	Regular review with minor changes
1.2	Dean	9 May 2017	Changes to consultation procedures in accordance with the Student Consultation Schedule 2017
2.0	Academic Board	10 Dec 2019	Comprehensive review and update against the HESF15. Addition of a consultation procedure.
2.1	Academic Board	1 Sep 2022	Changed deadline for lecturers to reply to emails from 2 to 5 days.

PURPOSE AND SCOPE

The aim of this policy is to:

- Ensure a clear system whereby relevant staff are available for student consultation.
- Ensure students are aware of their options in terms of consultations with SITCM staff.

This policy applies to all staff and students at the Sydney Institute of Traditional Chinese Medicine (SITCM).

1 OVERVIEW

Sydney Institute of Traditional Chinese Medicine (SITCM) is committed to ensuring that student consultation during each semester of study (including regular teaching weeks, mid-semester break, study week and the examination period) is available with relevant teaching staff face-to-face and all teaching staff online.

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

This policy is informed by the *Higher Education Standards Framework (Threshold Standards) 2021*, in particular Sections 3.2 Staffing, 3.3 Learning Resources and Educational Support, and 5.3 Monitoring, Review and Improvement.

2 POLICY

2.1 STUDENT CONSULTATION SCHEDULE

- 1) A *Student Consultation Schedule* is published at the beginning of every semester by the Dean.
- 2) Through the *Student Consultation Schedule*, all senior teaching staff are required to make themselves available to provide academic support at a given time each week of the semester.
- 3) If a senior teaching staff member is unable to respond to a student's question during a scheduled consultation time, the assigned staff member will seek the information from the relevant lecturer.
- 4) The *Student Consultation Schedule* provides details on how students may contact the following staff (including full-time, part-time and sessional staff):
 - a. Senior academic and executive staff; and
 - b. Student support staff.
- 5) The *Student Consultation Schedule* will be available to all students via the learning management system Moodle, the Administration Office, and on student noticeboards.

2.2 CONSULTATION WITH TEACHING STAFF

2.2.1 FACE-TO-FACE CONSULTATION WITH TEACHING STAFF

- 1) The *Student Consultation Schedule* informs students as to how they can have face-to-face consultations with relevant senior teaching staff.
- 2) Consultation times are scheduled to take into account the needs of specific cohorts of students, such as part-time students.
- 3) Consultation sessions are conducted in a vacant lecture/tutorial room, meeting room or office but wherever the consultation is held, privacy and confidentiality of matters discussed are maintained at all times.

2.2.2 ONLINE CONSULTATION WITH TEACHING STAFF

- 1) Students are encouraged to utilise email to contact teaching staff outside of scheduled consultation times, where appropriate.
- 2) The contact email address for teaching staff will be published in the unit guides for the units of study that they are teaching.
- 3) Teaching staff are required to respond to emails from students within five business days during semester time.
- 4) Where a significant issue arises from email communication, the staff member should make every effort to meet the student face-to-face, by telephone or by Zoom as soon as possible to discuss the matter.

2.3 CONSULTATION WITH NON-TEACHING STAFF

2.3.1 CONSULTATION WITH NON-TEACHING ACADEMIC STAFF

- 1) The Dean, Course Coordinator, and Unit Coordinators are available for student consultation by appointment.
- 2) Appointments with non-teaching academic staff can be made by visiting the Administration Office or by emailing the staff members directly.
- 3) In the case of urgent matters non-teaching academic staff will make themselves available as soon as possible to discuss the matter with the student.

2.3.2 CONSULTATION WITH EXECUTIVE STAFF

- 1) The CEO, COO, Registrar, Librarian and Clinic Placement Manager are available for student consultation by appointment.
- 2) Appointments to see executive staff can be made by visiting the Administration Office or by emailing the staff directly.
- 3) In the case of urgent matters executive staff will make themselves available as soon as possible to discuss the matter with the student.

2.3.3 CONSULTATION WITH SUPPORT STAFF

- 1) One Academic Support Officer and one Student Support Officers are available for student consultation by appointment.
- 2) Appointments with support staff can be made by visiting the Administration Office or by emailing the staff member directly.
- 3) Further information can be found in the *Student Support Policy and Procedure*, *Student Academic Support Policy and Procedure*, *Unit Guides*, and the *Student Handbook*.

2.4 CONSULTATION SESSIONS

- 1) Two meeting rooms are available for consultations.
- 2) If the meeting rooms are unavailable, consultations can be held in empty classrooms or available free office space.

3 PROCEDURE**3.1 CONSULTATION PROCEDURE**

- 1) A student requests a consultation with a staff member through one of the following methods:
 - a) By contacting the relevant staff member directly (preferably by email).
 - b) By contacting the Administration Office, who will arrange a consultation time between the student and the staff member.
- 2) The staff member emails to either confirm their availability or provide alternative consultation times.
- 3) Once a time has been agreed upon, the staff member and student meet for the scheduled consultation.
- 4) The staff member and/or student complete any necessary actions that arise from the consultation in a timely manner.

4 RELATED POLICY AND OTHER DOCUMENTATION

- 1) Higher Education Standards Framework (Threshold Standards) 2021.
- 2) Student Consultation Schedule.
- 3) Student Support Policy and Procedure.
- 4) Student Academic Support Policy and Procedure.
- 5) SITCM Student Manual.