

1. Overview

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

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.

2. Availability of teaching staff for student consultation

2.1 Availability for face-to-face consultation

Relevant teaching staff make themselves available for face-to-face student consultation on academic issues in accordance with the Student Consultation Schedule published every semester and available through Administration.

Consultation times take into account the needs of specific cohorts of students, such as part-time students.

2.2 Confirmation of consultation times

Teaching staff must confirm their allocated consultation hours prior to the beginning of each semester with the Course Coordinator.

2.3 Advising students of availability

The Student Consultation Schedule will be available to all student via the Moodle LMS, through the Administration Office, and published on Student Notice Boards.

2.4 Consultation sessions

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.

2.5 Online consultation

Students are provided with access to email accounts to facilitate asynchronous communications with SITCM at all times. 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 the *Unit Guides* for the units of study 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, Associate Dean, and Course Coordinator 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.

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

4. Version control

Document: Student Consultation Policy and Procedure		
Document Owner: Academic Board		
Document Developer/Reviewer: Dean	Version #: 2.1	Date: 9 May 2017

Version History

Version	Authorised by	Approval Date	Details
1.0	Academic Board	24 March 2011	Document creation
2.0	Academic Board	27 August 2014	Regular review with minor changes
2.1	Dean	9 May 2017	Changes to consultation procedures in accordance with the Student Consultation Schedule 2017