Student Consultation Policy

Academic Board Approved Policy
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### Version Control

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<th><strong>Version</strong></th>
<th>2.3</th>
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<tr>
<td><strong>Date effective</strong></td>
<td>11 October 2019</td>
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<tr>
<td><strong>Review</strong></td>
<td>This Policy will be reviewed by the Academic Board every two (2) years in line with the Institute’s Policy Documents Review Schedule.</td>
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<td>Campus Director &amp; Dean</td>
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<td><strong>Policy contact</strong></td>
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| **Related Documents** | CIM Governance Charter  
Glossary of Terms  
Human Resource Management Policy  
Quality Assurance Policy  
Student Code of Conduct  
Student Grievance Management Policy |
| **Related Legislation** | Higher Education Standards Framework (Threshold Standard) 2015 (Cth);  
Tertiary Education Quality and Standards Agency Act 2011 |
| **Higher Education Standards Framework (Threshold Standards) 2015 (Cth)** | B1.1 “Higher Education Provider” Category  
Standard 2.1; ss 3  
Standard 2.3; ss 1 – 5  
Standard 2.4; ss 1 – 5  
Standard 3.2; ss 5  
Standard 6.1; ss  
Standard 6.2; ss  
Standard 7.2; ss 1 – 4  
Standard 7.3; ss 1 |
1. **Preamble**

   1.1 **Purpose**
   
   The purpose of the Student Consultation Policy (‘the Policy’) is to specify the Canterbury Institute of Management’s (‘the Institute’) requirements and procedure for staff to be available for consultation with students outside the scheduled class times.

   1.2 **Background**
   
   a. Through implementation of this Policy, the Institute ensures that it identifies and adequately meets the varying learning needs of all of its students.
   
   b. For the purpose of this Policy, student consultation means a time for students to seek face-to-face contact with academic or academic support staff to raise any issues that they may have in the course(s) they are studying or for other matters impacting their study. Student consultation comprises new student orientation sessions transition support as well as ongoing academic, English language and learning support.
   
   c. When booked to meet with a member of the academic staff, the consultation time is to be used to consult on issues related specifically to the course(s) the lecturer/tutor is assigned to teach.

   1.3 **Definitions**
   
   For definitions, refer to *Glossary of Terms*.

2. **Scope**

   This policy is applicable to all academic and academic support staff including sessional or part time staff.

3. **Policy Statement**

   All academic staff at the Institute are expected to provide students with adequate and timely consultation in academic matters. It is expected of the academic staff that they will be available for appropriate student consultation times each week during the semester in which their teaching takes place.

4. **Principles**

   4.1. It is a requirement of the Institute that all academic staff make themselves available for student consultation throughout the teaching term and during examination time.
   
   4.2. Consultation times, approved by the Campus Director & Dean, must be appropriately publicised to students.
   
   4.3. Student consultation times will be prominently noted in all Course Outlines.
   
   4.4. If a staff member will be unavailable during a notified period of consultation this should be publicised, such as by a notice on their office door and/or by a notice on Institute noticeboards. The Academic Manager must be notified of such absences.
   
   4.5. The amount of consultation time provided during the teaching free week before the exams and exam weeks would normally be greater than during teaching weeks. Equally, during mid-semester and mid-year breaks consultation time may be appropriately reduced below that provided during teaching weeks.

5. **Quantum of Consultation**

   5.1 The required minimum consultation time is one hour per course, to be offered by each full-time staff member during teaching periods, including periods when the staff member is not teaching classes,
unless on leave.

5.2 Sessional staff should also provide consultation hours. Generally, one hour per week per course for 14 weeks (12 teaching weeks plus mid-semester break plus pre-exam study free week).

5.3 Academic staff generally and sessional staff in particular should make maximum use of email for student consultation where appropriate to facilitate student consultation virtually as well as face-to-face.

5.4 In evaluating whether additional hours beyond the minimum should be offered in a teaching term, the following factors should be considered:

- The level of enrolments in a course;
- The number of staff teaching in a course; and
- The number of hours of consultation provided by any sessional staff teaching a course.

6. Special Consultations

6.1 Students who require consultation outside the normal consultation hours advertised by the academic staff should make an appointment through the Academic Manager to discuss their special requirement with the Program Director and/or Campus Director & Dean.

6.2 Student Advocacy

a. For students who may need independent help related to their studies, the Institute’s Student Association will run a student advocacy service. The Student Association will be able to assist with a range of academic, administrative and welfare related student issues.

b. The Student Association will appoint a Student Advocacy Officer to provide student advocacy service which is free, confidential and independent support for any student at the Institute. Details about the Student Association are available in the CIM Governance Charter.

c. The Student Advocacy Officer aids on an individual basis by representing the student in areas that impact on the quality of their experience whilst studying at the Institute. Students are encouraged to utilise this service if issues arise and they are unsure of the avenues to take when attempting to resolve these issues.

6.3 Counselling

For students who may need support in dealing with personal matters, will receive personalised support from the Student Advisor, Program Director, Campus Director & Dean or staff-recommended external counselling professionals.

6.4 Student Advisor

The Institute’s Teaching and Learning Committee will nominate a staff member, either an academic or non-academic staff to be the Student Advisor. The role of the Student Advisor is to support students in various ways:

a. to help students with any questions during the student’s studies.

b. to work with the student to take advantage of their time at the Institute and to support their successful journey in their studies.

c. to be available on campus for face-to-face consultation and contactable via email.

d. to help students to access the support that is available on campus.

e. to work with students to create an individualised plan aimed at helping students to succeed in their studies.

f. Student could approach nominated Student Advisor or Program Director to seek information about different types of student services available at the Institute.

g. If a student has been identified at risk, they could seek help from the Student Advisor. If the
student feels the need for further consultation, they could approach one of the Institute’s Program Director’s depending upon student’s major area of study. (Accounting, Hospitality Information Systems, Management)

h. For detailed information about process and consultation regarding course progression students are advised to refer to Academic Progression, Exclusion and Graduation Policy.

i. to contact students from time to time to check in on how they are going with studies and connect students with any information or support they might need along the way.

j. to offer students:

k. a safe place to talk;

l. an open and accepting attitude;

m. an opportunity to be listened to and understood;

n. confidentiality;

o. a wide variety of referral avenues both on and off campus.

6.5 Health Services

The Institute will provide a list of contacts for medical help available in close vicinity to the Campus.

6.6 Disability Services

The Student Advisor is available to provide a free, confidential service for enrolled students who have a disability. The Student Advisor can coordinate specific services that allow students with disabilities to access options of study and can help with advocacy.