



STUDENT CONSULTATION POLICY AND PROCEDURE

1. Overview

All teaching staff at Crown Institute of Higher Education (CIHE) will be available for face-to-face and online student consultation during each semester of study (including mid-semester break, STUVAC and exam week).

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

2. Availability of teaching staff for student consultation

2.1 Availability for face-to-face consultation

All teaching staff (including full-time, part-time, casual and sessional staff) will make themselves available for **at least one hour per week for each unit they are teaching** (a full-time staff member delivering four units will be available for student consultation four hours per week; a part-time staff member delivering two units of study will be available for two hours per week etc.).

If more than two hours per week of consultation time is scheduled, sessions must be scheduled on different days of the week.

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

Consultation times should take into account the student study patterns (eg. Part-time)

2.2 Approval of proposed consultation times

Teaching staff must submit their proposed consultation hours to the Course Coordinator of at the beginning of each semester for approval.

2.3 Advising students of availability

Approved consultation times for each individual member of teaching staff will be published in the *Unit Learning Guide* (on the front page in the section provided) and on the unit's Moodle site.

2.4 Consultation sessions

Wherever the consultation is held, privacy should be ensured at all times.

2.5 Online consultation



Students are provided with access to email accounts. Students are encouraged to utilise email to contact teaching staff outside of scheduled consultation times. The contact email address for teaching staff will be published in each *Unit Learning Guide*.

Teaching staff should 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 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, the Dean or Course Coordinator will make themselves available as soon as possible to discuss the matter with the student.

Support for developing academic skills is available from Language and Learning Advisor who consultation times will be listed in Unit Learning Guides and on Moodle sites.

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

4. Students at Risk

The procedures for identification and response to students at risk are outlined in the *Students at Risk Policy*. However, academic staff should be focused on early identification and potential problems well before students fall into the official “at risk category”. They should engage in active consultation, whereby the staff member initiates the process to assist the student with academic difficulties. In particular, a low risk assessment task should be scheduled early in the first semester units to identify students in need of language strengthening or intervention to develop other academics competencies. While lecturing staff should be ready to assist such students, they must be referred to the Language and Academic and Literacy team for the development of a customised intervention strategy.

5. Related documents

- Unit Learning Guide
- Student Handbook

6. Version history

Version	Approved by	Approval Date	Details
1.0	Academic Board	27.1.2017	Document creation



1.1	Academic Board	21.4.2017	Document simplification and streamlining; articulation to delivery processes (ULG and LMS); Clarity of roles.
2.0	Academic Board	26.8.2022	Introduce proactive consultation procedure

Next Review Date: 25.08.2025

Document owner: Dean