

## Student Consultation Policy

Policy Category	Academic		
Policy Owner	General Manager IGI		
Responsible for Implementation	Dean		
Review Date	May 2024		
Relevant to	Students and Academic Staff		
Related Documents	Staff Recruitment, Selection and Induction Policy Staff Recruitment, Selection and Induction Procedure		
<b>Version</b>	<b>Authorised by</b>	<b>Approval Date</b>	<b>Effective date</b>
1.1	Academic Board	10 October 2023	11 October 2023

### 1. Purpose

Student Consultation Policy aims to ensure that all IGI students have fair and reasonable access to appropriate consultation with academic staff outside of the standard scheduled class time. Student consultation aims to assist students in achieving the best possible outcome in their studies.

### 2. Definitions

Definitions	
<b>Class time</b>	refers to both lectures and tutorial times. These times must be published in the Unit Outline, advised to students in Moodle, and, where practical, prominently displayed within IGI, such as a notice on a staff member's door.
<b>Consultation</b>	means a time for students to seek contact (most commonly) face-to-face with academic staff to raise any issues they may have in the unit they are studying. This time is to be used to consult on issues related specifically to the unit the lecturer is teaching.
<b>Online consultation</b>	refers to using Moodle and/or email to provide consultation access for students when face-to-face is impractical for either the academic staff member or the student.

### 3. Scope

This Policy applies to all IGI academic staff, including full-time, part-time, and sessional staff and IGI students.

### 4. Policy

#### 4.1. Availability and administration of face-to-face consultation

4.1.1. All Academic staff, both full-time and part-time, must be available for consultation or online consultation for at least two hours per week for the duration of the study period for a unit.

This time is inclusive of the weeks when teaching occurs and of the associated examination period (if applicable) and occurs outside of specified class times.

- 4.1.2. Designated student consultation and online consultation times and locations for consultation must be published in Unit Outlines and advised to students in the IGI Learning Management System (LMS).
- 4.1.3. To provide fair access for all students, staff should endeavour to program consultations at times when students are likely to be on campus.
- 4.1.4. Consultation sessions will be held at places suitable for the purpose (such as a meeting room or counselling room) explicitly designed for consultation purposes.
- 4.1.5. Variations of consultation times must be communicated to administrative staff and students immediately.
- 4.1.6. Staff must have compelling reasons for not being available for designated consultation times. Arrangements should be made for consultation by other means such as email or another appropriate staff member to be available.

## 4.2. Student use of consultation time

- 4.2.1. Consultation is made available to provide extra guidance and assistance to students regarding the content of a unit or assessment task. Consultation times may also be accessed for clarification on assessment performance feedback. Students should prepare specific considered questions before seeking consultation. Students are expected to have completed readings and attempted to solve problems by themselves before consulting with staff. In order to provide fair access to all students, staff may request that a student come to a later consultation after more thorough preparation.
- 4.2.2. Although consultation times are provided outside of scheduled class times, students are encouraged to ask questions and seek clarification during classes wherever possible. This enables a unit lecturer to address points that are pertinent to the whole student body.
- 4.2.3. Should a student request a private or confidential consultation for academic purposes, the consultation can be located at an office without the attendance of any other person.
- 4.2.4. Student support is available for issues other than those that are Unit-related. Unit lecturers may refer students to another specialist service, such as the Academic Support team or Student Support Services if it is felt these providers are better qualified to deal with a student's problem. Students and staff should refer to the IGI website and LMS for further information on available services.
- 4.2.5. In some cases, consultation may be available outside of designated consultation hours. This consultation must be by appointment and arranged at a mutually convenient time for staff and students.
- 4.2.6. Immediately before dates for assessment submissions and examinations, it can generally be expected that consultation times will be particularly busy. It is recommended that students prepare specific assessment-related questions well in advance of the due date to ensure access to academic staff and allow time to make the best use of the advice given. Consultation time may be used to clarify assessment expectations; however, unit lecturers will not provide proof-reading and editing services.

## 4.3. Online Consultation

- 4.3.1. IGI uses the Moodle learning management system to assist in facilitating student consultation with academic staff. All academic staff and students have access to Moodle via the IGI website.

- 4.3.2. IGI provides all academic staff and students with an email account. This account is to be used in all email communication by staff and students.
- 4.3.3. IGI encourages students to use Moodle or their official IGI email account for consultation outside of lecture/tutorial times. However, where a student's question relates to unit content and is expected to be relevant to other students in the unit, that question and the lecturer's response should be included on Moodle. To help facilitate the broader dissemination of the question and answer, lecturers should establish a discussion board on their Unit Moodle site.
- 4.3.4. Unit lecturers, full-time or part-time, are obligated to respond to Moodle/emails from students in relation to an academic consultation within one working day. Where the student's question or enquiry cannot be resolved satisfactorily via Moodle or email by the staff member, a face-to-face consultation will be scheduled.
- 4.3.5. As is the case with face-to-face consultation, online consultation should be restricted to unit-specific questions.

## 5. Responsibilities

- 5.1. The General Manager IGI is the owner of this Policy.
- 5.2. IGI Dean is responsible for implementation, communication, and adherence to this Policy by all academic staff and IGI students. The IGI will ensure that appropriate processes and practices are implemented.
- 5.3. All IGI academic staff are responsible for adhering to this Policy and ensuring its implementation.

## 6. Document History

Version	Date	Author	Reason	Sections
1.0	30.05.2022	IGI Dean	Establish a new policy	All
1.1	10.10.2023	IGI Dean	Rebrand and review	All