## Policy
### Student Consultation

1. **Policy Statement**

   SAE Institute Pty Ltd trading SAE Institute and Qantm College (‘the Institutions’) recognise the need for students to have a quality educational experience and attain high levels of learning. In recognition that the student experience is a collective responsibility, academic staff, college management and support staff provide a variety of formal and informal consultative mechanisms for students.

2. **Purpose**

   To specify the requirements for the Institutions staff to be available for consultation with students.

3. **Scope**

   This policy is relevant to all staff of the Institutions including management, academic and support staff.

4. **Associated Procedures**

   This policy should be read in conjunction with the following procedures:

   - Student Consultation Procedure

5. **Associated Documents**

   This policy should be read in conjunction with the following documentation:

6. **Policy**

   **6.1 Introduction**

   It is the policy of the Institutions that while enrolled, students have available to them the necessary information and academic advice to enable them to make informed decisions about their learning, academic progression and other aspirations they may have that align with their study.

   **6.2 Students**

   Students are encouraged to:

   - Seek timely assistance with problems;
   - Seek clarification from appropriate Institution personnel:

     - **Academic Staff** - when not clear about issues related to their education (e.g. assessment, unit choices), progression or where deemed ‘at risk’ in their course progression, withdrawal, exclusion, credit and RPL;
     - **Student Administration Staff** - when not clear about matters related to their enrolments, transcripts, financials and other general queries;
     - **Student Services Advisors** - when requiring support or advice in relation to personal, confidential, and non-academic related matters;
     - **Management Staff** - when not satisfied with the support or advice provided by other staff members in addressing their issue/concern.
6.3 **Academic Staff**

Academic staff are expected to be aware of and sympathetic to students' needs and problems and are required to allocate extra time outside of teaching hours to assist students with their academic work.

To ensure that students are aware of the availability of allocated times for student consultations, all academic staff must clearly explain to their students that consultation times have been allocated for the unit. This must be stated during either the first lecture, tutorial or training session when students are introduced to a unit of study. It is recommended that teaching staff take advantage of advances in technology to facilitate flexibility in their consultation times. The use of email (providing 24-hour access) and face to face contact are encouraged.

When meeting with students, academic staff should:

- Recognise that student relations should be characterised by equity, cordiality, friendliness and mutual respect at all times;
- Consult appropriately and seek assistance from the Campus Academic Coordinator when unsure of an answer to a situation or question;
- Direct student complaints to the Campus Academic Coordinator;
- Document the meeting in the Campus Administration System (CAS)

6.4 **Student Administration Staff**

Student Administration staff deal specifically with enrolment, issuing of transcripts and financial matters but are also able to assist answer any general ad hoc questions a student may have about their study at the Institutions.

6.5 **Student Services Advisors**

The Student Services Advisor serves as the primary point of contact for enrolled students seeking general support, advice and assistance to facilitate the quality of the students’ educational and professional experiences, and direct students to appropriate parties for further help when required.

6.6 **Management**

The Institutions Management staff are available for student consultations relating to grievances with staff members, complaints regarding facilities/resources, tuition fee refunds or any matters where a student is not willing to discuss with any other staff member.

6.7 **College Initiated Consultations**

The Institutions staff may initiate a student consultation where a student is identified as requiring assistance or support. Students who are identified as an ‘at risk’ student will be required to attend a consultation
with the Campus Academic Coordinator and if required the Student Services Advisor.

Students who are identified by staff of not abiding by the Code of Conduct and Institutional Policies and Procedures and/or if they have identified behavior that indicates concern for the students’ welfare (i.e. negative change in behavior, anti-social behavior, lack of input into group project work), will be required to meet with the Student Services Advisor.

6.8 Confidentiality and Record keeping
Consultations are confidential. Records of date and general nature of consultations will be recorded in CAS however consultation notes and details of referral and specific confidential information should be maintained in a separate location (secure file, database, etc).

7. Records
8 July 2011 Approved (CEO & Managing Director)