Policy and Procedures –

Student Consultation

THE INSTITUTE OF INTERNATIONAL STUDIES

1. Overview

The Institute of International Studies ("TIIS") is committed to ensuring that all teaching staff are available for face-to-face and online student consultation during each trimester of study (including mid-trimester break, study week and the examination period).

This *Policy and Procedures* outlines the mechanism by which all teaching staff (including full-time, part-time, casual 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

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 subject they are teaching in order to allow students to consult on issues related specifically to those subjects. This means that a full-time staff member delivering four subjects will be available for student consultation four hours per week during the trimester, a part-time staff member delivering two subjects will be available for two hours per week, while a casual or sessional staff member delivering one subject will be available for one hour per week.

Where a staff member will be available for more than two hours per week, availability must be scheduled for at least two sessions on different days of the week.

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

Where reasonable, consultation times should consider the needs of specific groups of students, such as part-time, non-award, and disabled students.

2.2 Approval of Proposed Consultation Times

Teaching staff must advise the Program Coordinator of their proposed consultation hours at the beginning of each trimester. The Program Coordinator will either approve the proposed consultation times or, where the times appear to be less than favourable for many students, liaise with the staff member concerned to negotiate revised student consultation times.

2.3 Advising Students of Availability

Approved consultation times for each individual member of teaching staff will be published in the *Subject Study Guide* for any subject that they are teaching. Student consultation times for all teaching staff will be published on TIIS's intranet.

2.4 Consultation Sessions

Where a lecturer uses a shared office, consultation sessions may be held in a vacant lecture/tutorial room, interview room, or office but wherever a consultation is held, confidentiality should be a priority.

2.5 Online Consultation

Students are always provided with access to email accounts to facilitate asynchronous communications with TIIS. Students are required to use their registered Institute email account to contact teaching staff outside of scheduled consultation times, where appropriate. The contact email address for teaching staff will be published in each *Subject Study Guide* for the subjects that they are teaching.

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 or by telephone as soon as possible to discuss the matter.

3. Availability of Non-teaching Staff

The Dean and Program Coordinator/s 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.

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

4. Related Documents
   a. *Subject Study Guide*
   b. *Student Handbook*

5. Version History

Version	Approved by	Approval date	Details
1.0	Academic Board	24 March 2016	
1.1	Academic Board	7 October 2020	Minor changes
1.2	NA	14 December 2021	Removed RMIT Classified Trusted from the Header.

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