Student Consultation Policy and Procedure

1   Purpose and scope

This policy outlines student access to academic consultation to enable students to maximise their learning at AIE Institute, and to assist students with achieving their goals.

This policy applies to all members of AIE Institute's higher education community.

2   Objectives

AIE Institute is committed to:

- a.   Ensuring that academic staff are available for consultation with students
- b.   Supporting students to maximise their learning
- c.   Ensuring that staff to student ratios are adequate for students to receive appropriate support
- d.   Ensuring that feedback on assessment and progress is provided to students in a timely manner.

Students may consult all academic staff regardless of their tenure on matters such as:

- e.   Unit requirements, content and assessment tasks
- f.   Content for missed classes
- g.   Assessment extensions
- h.   Feedback on progress and assessments
- i.   Professional advice.

The Academic Director is also available for consultation on:

- j.   Program and progress rules
- k.   Unit selection and enrolment
- l.   Career advice
- m.   Academic support
- n.   Access to personal support.

3   Implementation

The Academic Director is responsible for implementing this policy. AIE Institute ensures that information on student consultation is disseminated to all students and staff at AIE Institute.

4   Procedure

4.1   Responsibilities

The Academic Director is responsible for ensuring that all academic staff are aware of their responsibilities to be available for consultation with students on a weekly basis, and monitoring staff availability and student feedback to ensure that it is meeting students' needs.

All academic staff are responsible for providing academic consultation to students on an individual or group basis outside of class hours. Academic staff are required to provide their consultation hours (minimum 2 hours per week based on FTE) to students at the beginning of the semester; advise the process for making a

booking; and to display their consultation times on their office door, in the Learning Management System (LMS) and in study guides. Staff are also required to respond to reasonable levels of enquiry via phone, student emails and online messages seeking assistance, and respond within a reasonable timeframe, such as 48 hours. Assessment marks are expected to be provided to students within 2 weeks of the assessment submission date, together with constructive feedback to assist students with future assessments and learning.

Students are responsible for seeking consultation with academic staff and acting on feedback.

4.2   Student access

Students can access academic teaching staff during class lectures and tutorials to seek assistance. If students need further assistance outside of class hours, then students should book a time with their lecturer or tutor. Students may also seek assistance from teaching staff via email, phone or the LMS.

General academic learning support and personal support is also provided by AIE Institute. Advice and bookings may be sought via student support staff.

4.3   Mentoring

Mentoring is provided to students to assist with their successful progression in the course. AIE Institute has established a Student Mentoring Program in which the mentee receives assistance and guidance and the mentor can leave a legacy as well as gain from the mentee's own experiences so that the benefits of mentoring are as advantageous for the faculty mentor as for the mentee. A mentoring relationship is expected to be consensual where both the mentor and mentee assent to collaborate and cooperate in professionally appropriate ways.

The Mentoring Program includes the acquisition of desired professional skills. Mentees are able to secure contacts with individuals, directly and indirectly, who assisted them in acquiring the necessary professional skills to develop games.

Mentors:

  a.   Share ideas with mentees
  b.   Give ideas about how to manage time
  c.   Inform mentees about the opportunities to access grants and start-up funds
  d.   Help mentees to develop their skills in their studies and learning
  e.   Provide advice regarding student engagement, progression and when necessary course discontinuation and exit options available for students.

Reciprocity in the mentor-mentee relationship exists. The ethics of reciprocity are determined by the contexts in which the mentoring relationship occurs. The *Staff Code of Conduct* and *Student Code of Conduct* outline the standards of behaviour that are expected of AIE Institute staff in the performance of their duties.

5   Definitions

Learning Management System (LMS) is an online portal for classrooms, with features for trainers and students to view assignments, grades, and access learning materials.

Mentoring is a one-to-one relationship between a staff member and a student.

Staff means employees of AIE Institute, including contracted staff to fill positions at AIE Institute.

Student is a person that is formally enrolled in a program at AIE Institute.

6   Related documents

The following policies and procedures are related to this policy:

- a.   Records Management Policy and Procedure
- b.   Staff Development and Scholarship Policy and Procedure
- c.   Staff Recruitment and Performance Policy and Procedure
- d.   Staff Code of Conduct
- e.   Student Code of Conduct.

7   Review

Three years from commencement.

8   Accountabilities

The Academic Board is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and AIE Institute's higher education community via the website and other publications.