

## PROCEDURE STUDENT CONSULTATION

<b>1. Procedure Statement</b>	<p>SAE Institute Pty Ltd trading SAE 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.</p>
<b>2. Purpose</b>	<p>To describe the process for students to consult with SAE Staff.</p>
<b>3. Scope</b>	<p>This procedure is relevant to all staff of SAE including management, academic and support staff.</p>
<b>4. Associated Procedures</b>	<p>This procedure should be read in conjunction with the following policies: Student Consultation Policy.</p>
<b>5. Associated Documents</b>	<p>This procedure should be read in conjunction with the following documents:</p>
<b>6. Policy</b>	<p><b>6.1 Introduction</b> Students are encouraged to talk with SAE staff about their studies, assessments or any other matters either in person or via email. When dealing with student matters each staff member is expected to be aware of and sympathetic to the needs of the students.</p> <p><b>6.2 Academic Staff</b> Students are encouraged to ask questions during their normal class times. In addition each Academic staff member is required to allocate extra time outside of teaching hours to assist students in their academic work. Teaching staff will notify their students of their consultation times in the first week of the trimester. This may be in the lecture or tutorial for degree students or in class for VET students.</p> <p><b>6.3 Student Administration Staff</b> Students may discuss administrative matters with Student Administration staff at any time during the normal business hours of the Campus. Where a consultation may take some time, students are encouraged to contact Student Administration to request a mutually agreed meeting time.</p> <p><b>6.4 Student Services Advisors</b> Students may discuss non-academic and welfare related matters with the Student Services Advisor at any time during the normal business hours of the Campus. Where a consultation requires professional advice or support, the Student Services Advisor may refer a student to an external professional where specialised advice can be provided.</p> <p><b>6.5 Management Staff</b> Student consultations with Management staff typically take some time. To be considerate of the student needs and to provide adequate time to meet, students are advised to contact Student Administration to organise a suitable meeting time.</p> <p><b>6.6 College Initiated Consultations</b> If a student is identified by a staff member as requiring a consultation to assist them or address a concern, the staff member will e-mail the relevant staff member who can provide the relevant consultation and request that they make contact with the student to arrange an appropriate consultation time. The e-mail will include details of the situation and outline why the consultation has been requested for the student.</p>
<b>7. Records</b>	<p>8 July 2011 Approved by (CEO &amp; Managing Director)</p>

Authorising Officer : Prof. Z Klich  
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