

Higher Education Student Consultation Policy

Approved by: Chief Product & Quality Officer

Content Management Number: PROJ20/83

Approval Date: 7 December 2023

Review Date: 7 December 2026

1. Introduction

TAFE NSW Higher Education is committed to supporting students to meet their academic potential and to succeed personally and professionally.

2. Purpose

This policy outlines academic staff responsibilities in relation to supporting TAFE NSW Higher Education students and being available for student consultation.

3. Scope

This policy applies to all students enrolled in TAFE NSW Higher Education courses and TAFE NSW Higher Education academic staff.

4. Policy

TAFE NSW Higher Education academic staff will be available for student consultations in relation to a range of academic matters including:

- clarification of subject and assessment requirements;
- providing feedback on assessment performance;
- discussion of assessment due dates and requests for extensions;
- clarification of progression rules and completion requirements;
- assisting students to catch up on course content they may have missed.

TAFE NSW Higher Education non-academic staff such as counsellors will be available for student consultations in relation to non-academic matters.

5. Responsibilities

Position	Responsibility
Higher Education Academic Council	The Higher Education Academic Council is the approver of this policy.
Chief Product & Quality Officer	The Chief Product & Quality Officer is the owner of this policy.
Senior Manager Higher Education Quality	The Senior Manager Higher Education Quality is the contact for this policy.
Dean of Higher Education	The Dean of Higher Education has overall responsibility for the effective administration and implementation of this policy.

Position	Responsibility
Course Coordinators	Course Coordinators have local responsibility for the effective administration and implementation of this policy.

6. Definitions

Definitions applying to this policy are listed in the associated TAFE NSW Higher Education procedure available on the [TAFE NSW internet](#).

7. Related documents

This policy should be read in conjunction with the following related documents:

- a. [TAFE NSW Higher Education Student Consultation Procedure](#)
- b. [TAFE NSW Customer Complaints Policy](#)

8. Contacts

Accountable Officer	Chief Product & Quality Officer, TAFE NSW
Responsible Officer	Director Educational Quality, TAFE NSW

9. Document information and review

This policy document will be reviewed at least every three years.

Record No. PROJ20/83

Review Due: 7 DECEMBER 2026

Approval History

No	Effective	Approved by	Amendment
1	28 September 2010	TAFE NSW Higher Education Governing Council	Initial approval of policy statement.
2	5 November 2020	Head of Higher Education Standards	Policy statement updated into new Written Directions format. Minor content changes to reflect current version of related guideline.
3	7 December 2023	Chief Product & Quality Officer	Reviewed and updated policy statement.