



TAFE NSW HIGHER EDUCATION STUDENT CONSULTATION PROCEDURE

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1. Document history and details

Version 4: 3 December 2020

Commencement date: Semester 1 2021

2. Introduction

- 2.1 This procedure outlines the TAFE NSW Higher Education processes for student/teacher consultation to assist students to gain maximum results academically in their course of study and personally and professionally as appropriate.

3. Audience and applicability

- 3.1 This procedure applies to:

- all students enrolled in TAFE NSW Higher Education courses; and
- all staff teaching and/or managing TAFE NSW Higher Education courses in TAFE NSW campuses.

4. Definitions

Term	Definition
Academic staff	Dean of Higher Education, Course Coordinators, Teachers
Course Coordinator	The academic manager of a TAFE NSW Higher Education course, who has overall responsibility for course and student management at the delivering campus.
Dean of Higher Education	Responsible for overseeing and reporting to the Higher Education Academic Council on a range of TAFE NSW Higher Education academic matters, student management, course implementation and professional development of staff.
Higher Education Academic Council	Responsible for academic governance of TAFE NSW Higher Education to allow educational objectives to be achieved.
LMS	The Learning Management System, such as Moodle, is the online method of distributing learner resources, assessment information and teacher communications to students.
Progression rules and completion requirements	Requirements necessary to continue to be enrolled in the course and to become eligible for graduation
Senior Manager, Higher Education Quality	Overall responsibility for TAFE NSW Higher Education programs and point of contact between TAFE NSW and TEQSA.
TAFE NSW Higher Education	TAFE NSW Higher Education is the registered trading name of the Technical and Further Education Commission as a higher education provider.
Teaching and Learning Committee	The Teaching and Learning Committee (TLC) monitors the implementation of a TAFE NSW Higher Education course to ensure quality and consistency of teaching and learning across all delivery locations.

5. Scope of student consultation

5.1 TAFE NSW Higher Education academic staff are responsible for assisting students to understand subject and assessment requirements. Student consultation may take place for reasons including, but not limited to:

- clarifying/explaining subject requirements;
- clarifying/explaining assessment task requirements;
- advising on progression rules and completion requirements;
- assisting students to catch up with content from any lectures and/or tutorials they may have missed;
- advising students on strategies to complete assessment tasks;
- applying for extension of assessment due dates;
- providing feedback on performance;
- providing professional information/advice.

5.2 Academic staff may provide assistance with personal problems which may be impeding student progress however academic staff should refer cases to TAFE NSW Counsellors when it is evident that the personal problems require qualified assistance.

6. Student access to teachers

6.1 In the first instance students should attempt to access teaching staff during class hours. Where possible, academic staff will assist with student issues at this time.

6.2 Outside of class hours, all academic teaching staff, including casual teachers, will commit to a minimum scheduled time for student consultation and will have prescribed times set aside for appointments with students.

6.3 Students will be advised at the commencement of each subject on the process for teacher consultation and making appointments.

6.4 Teachers will have appointment lists on relevant notice boards and on teaching staff offices. For fully online courses, these times will be advertised on the subject Learning Management System (LMS). To make an appointment for a consultation, students will need to book a time.

6.5 Appointments may be arranged outside of the prescribed time, at a time mutually convenient to the staff member and student.

6.6 The availability of individual teachers will be posted on the LMS, and relevant course notice boards. The availability of teachers will be coordinated by the Course Coordinator as part of the teacher's timetable.

7. Student support

7.1 The TAFE NSW Counselling Service will also support students to achieve their educational objectives by providing students with access to supplementary support and advice.

8. Non-academic consultation

8.1 Students requiring advice and information on non-academic matters will be referred to appropriate TAFE NSW staff, such as Customer Service or Counsellors.

8.2 Consultation on personal matters will be referred to TAFE NSW counsellors. The objectives of this specialist support service are to assist current and prospective students to:

- make appropriate educational decisions and career choices;
- identify barriers and problems impeding study and progress and develop strategies to overcome these;
- overcome or remediate personal and social or other difficulties which interfere with study progress and individual welfare and development.

8.3 Advice on administrative matters will be provided by TAFE NSW Customer Service staff.

9. Roles and responsibilities

- 9.1 The Course Coordinator and Dean of Higher Education are responsible for the effective management and implementation of this procedure.
- 9.2 The Course Coordinator is responsible for ensuring teaching staff are aware of and implement this procedure.
- 9.3 Academic teaching staff are responsible for providing student academic consultation and the effective implementation of this policy and procedures.
- 9.4 This procedure does not replace or modify any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

10. Related documents

TAFE NSW Higher Education Student Consultation Policy

TAFE NSW Higher Education Academic Integrity Policy and Procedure

TAFE NSW Higher Education Student Progression and Exclusion Policy and Procedure

TAFE NSW Customer Complaints Policy

11. Monitoring and evaluation

This procedure will be reviewed and updated regularly in line with the TAFE NSW Higher Education Quality Assurance and Continuous Improvement Framework.

12. Publication of this procedure

The current version of this procedure is published on the TAFE NSW internet.

13. Approval

The TAFE NSW Higher Education Academic Council approved this version of this procedure on 3 December 2020.