

Higher Education student consultation policy

Written Direction No. WDETG20211

Approval Date: 28 September 2010

Effective From: 1 January 2011

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.
Head of Higher Education Standards, TAFE NSW	The Head of Higher Education Standards is the owner of this policy.
Dean of Higher Education, TAFE NSW	The Dean of Higher Education has overall responsibility for the effective administration and implementation of this policy.
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 Higher Education procedure available at: <https://www.tafensw.edu.au/documents/60140/1073785043/HE-Student-Consultation-Procedures.pdf>

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 Higher Education Grievance Procedure

8. Contacts

Accountable Officer Head of Higher Education Standards, TAFE NSW
 Written Direction Officer Higher Education Specialist, TAFE NSW

9. Document information and review

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

Record No. PROJ20/83

Review Due: 1 DECEMBER 2023

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.