



Student Consultation Policy

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A. Overview

- i. The Lead Institute of Higher Education ('the Institute' or 'LIHE') Student Consultation Policy ('the Policy') outlines measures to ensure that all students have access to appropriate, timely and effective student consultation services with respect to both academic and non-academic matters. LIHE is considerate of the need for students to consult with their lecturers and tutors and ensure that all students have access to appropriate student consultation services, outside of formal lecture/tutorial/workshop times, with relevant staff as, and when, required. This is regarded as an essential aspect of LIHE's commitment to supporting student learning and to facilitate student retention and progression through their course of study.

- ii. Definitions

For definitions, please refer to the 'Dictionary of Terms'.

B. Scope

This Policy applies to all students and staff at LIHE.

C. Policy Principles

This Policy is underpinned by the following principles:

- i. LIHE is committed to encouraging academic interactions outside formal teaching times through individual consultations with academic staff, study groups, peer discussions, and participation in events, in order to enhance the overall educational experience.
- ii. All full-time and part-time academic staff both must be available for consultation for at least two hours per week, for the duration of the study period;
- iii. Designated student consultation times must be advised to students via Learning Management System (LMS);
- iv. The Student Support Manager and Dean will work together to ensure that most available consultation times do not clash with the class timetables;
- v. To provide students fair access to consultation, staff should endeavour to arrange consultations at times when students are likely to be on campus;
- vi. Consultation sessions will be held at places suitable for the purpose, such as a vacant lecture room, tutorial room, academic staff office, or the library;
- vii. Variations of consultation times must be communicated to administrative staff and students immediately;
- viii. Staff must have compelling reasons for not being available for designated consultation times; Arrangements should be made for consultation by other means such as by email or for another appropriate staff member to be available.

D. Consultation Procedure

- i. A student requests a consultation with a staff member through one of the following methods:
 - a. contacting the relevant staff member directly (preferably by email);
 - b. contacting the Student Support Manager, who will arrange a consultation time between the student and the staff member.
- ii. The staff member emails to either confirm their availability or provide alternative consultation times;
- iii. Once a time has been agreed, the staff member and student meet for the scheduled consultation;
- iv. Student or staff may request to have a third party invited in any consultation;

- v. The staff member and/or student complete any necessary actions that arise from the consultation in a timely manner.

E. Academic Matters

- i. LIHE academic staff are responsible for assisting students to understand units and assessment requirements. Outside the regular class hours, academic staff are also available to assist students with academic matters through scheduled student consultation sessions or via email. This aims to help students improve their academic performance. Student consultation may take place for reasons including, but not limited to:
 - a. clarifying/explaining unit requirements;
 - b. clarifying/explaining assessment task requirements;
 - c. advising on progression rules and completion requirements;
 - d. assisting students to catch up with content from any lectures and/or tutorials they may have missed;
 - e. advising students on strategies to complete assessment tasks;
 - f. applying for extension of assessment due dates;
 - g. providing feedback on performance;
 - h. providing professional information/advice;
 - i. providing advice on good study practice;
 - j. offering advice or referrals for personal and professional issues as needed. Academic staff may provide assistance with personal problems which may be impeding student progress, however academic staff should refer cases to the Student Support Manager when it is evident that the personal problems require professional assistance.

F. Non-Academic Matters

There are many areas that may affect a student's ability to progress in their course and meet academic goals. Student consultation/support services may include but are not limited to:

- i. Study support services

Students may make an appointment to see a staff member for advice on matters which may be affecting their study, such as:

- a. time management issues;
- b. setting and achieving learning goals;
- c. motivation;
- d. ways and modes of learning;
- e. managing assessment tasks;
- f. self-care.

- ii. Hardship

LIHE recognises that the requirements of study may present some students with hardship due to economic, social or other difficulties which may affect their academic performance. In such cases, LIHE employs a range of strategies to assist students to improve their academic performance in accordance with the *Academic Progression and Graduation Policy*.

- iii. Continuous monitoring

To ensure that support services provided to students are accessible, consistent and appropriate in scope and quality, services are subject to ongoing review. Feedback is regularly sought from various stakeholders across a range of areas and analysed with a view to identifying areas for monitoring or quality improvement.

- iv. Counselling services

External counselling services will be employed to deal with matters considered to be outside

the expertise of the LIHE staff. Appointments will be made for students to see an external counselling service. A list will be kept of counsellors and/or organisations specialising in counselling in a range of fields, to whom referrals could be made.

G. Referral Protocols for Staff

LIHE is committed to providing a safe and supportive environment for all students to thrive academically and personally. As part of this commitment, the Institute has established referral protocols for staff members to ensure that students receive the necessary assistance and support when facing academic, emotional, or behavioural challenges. These protocols outline a systematic approach for staff members to identify and refer students who may be in need of consultation or intervention. By following these protocols, our staff can play a crucial role in connecting students with the appropriate resources and helping them navigate their challenges effectively. These referral protocols promote early intervention, collaboration, and a holistic approach to student well-being, ultimately contributing to a positive and inclusive learning environment.

- i. Purpose of Referrals:
 - a. Referrals are made when a student's problems are interfering with their academic work or when concerns arise from observing the student's personal behaviour;
 - b. Referrals aim to address students' stress and well-being issues promptly.
- ii. Indicators of Student Distress:
 - a. Decline in academic performance, class participation, assessment or exam quality;
 - b. Increased absences or failure to submit assessments;
 - c. Behavioural signs such as nervousness, agitation, excessive worry, irritability, aggressiveness, non-stop talking;
 - d. Display of bizarre or strange behaviour or speech;
 - e. Excessive dependency on staff;
 - f. Noticeable deterioration in personal hygiene;
 - g. Verbalizing thoughts of suicide, either directly or indirectly.
- iii. Identifying and Assessing Solutions:
 - a. All staff members are encouraged to openly and directly identify and assess potential solutions for concerned students with care;
 - b. Student privacy is protected in accordance with relevant legislation.
- iv. Reporting and Referral Process:
 - a. Upon mutual agreement with the student regarding a potential solution, staff members will report and refer the matter to the Counsellor;
 - b. The relevant authority will take over the matter from that point onward.
- v. Timeframe for Referrals:
 - a. The timeframe for referrals may vary based on the severity of the student's situation;
 - b. The LIHE Counsellor will prioritise urgent situations and accommodate them as quickly as possible.

H. Continuous Improvement

Students are encouraged to provide feedback on the delivery of LIHE consultation/support services. If a student has concerns about these services, they should refer to the *Student Grievance Management Policy and Procedure* for timely resolution.

Version	Approved by	Approval Date
3	Academic Board	19 February 2024
Next Review	Custodian	Effective Date
Refer to the <i>Policy Documents Review Schedule</i>	Dean	19 February 2024
Related Documents	Dictionary of Terms Quality Assurance Policy Academic Progression and Graduation Policy English Language Proficiency Policy Records Management Policy Student Grievance Management Policy and Procedure	
References and Legislations	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Higher Education Standards Framework (Threshold Standards) 2021	