



Student Consultation Policy and Procedure

1 Scope and Purpose

This policy outlines student access to academic consultation to enable students to maximise their learning at Russo Business School, and to assist students with achieving their goals.

This policy applies to all members of Russo Business School's higher education community.

2 Definitions

Staff means employees of Russo Business School, including contracted staff to fill positions at Russo Business School.

Student is a person that is formally enrolled in a course at Russo Business School.

3 Policy Objectives

Russo Business School is committed to:

- a. Ensuring that academic staff are available for consultation with students
- b. Supporting students to maximise their learning
- c. Ensuring that staff to student ratios are adequate for students to receive appropriate support
- d. Ensuring that feedback on assessment and progress is provided to students in a timely manner.

Students may consult all academic staff regardless of their tenure on matters such as:

- a. Unit requirements, content and assessment tasks
- b. Content for missed classes
- c. Assessment extensions
- d. Feedback on progress and assessments
- e. Professional advice.

The Dean of Studies is also available for consultation on:

- a. Program and progress rules
- b. Unit selection and enrolment
- c. Career advice
- d. Academic support
- e. Access to personal support.

4 Implementation

The Dean of Studies is responsible for implementation of this policy. Russo Business School will ensure that information on student consultation is disseminated to all students and staff at Russo Business School.

5 Procedure

5.1 Responsibilities

The Dean of Studies is responsible for ensuring that all academic staff are aware of their responsibilities to be available for consultation with students on a weekly basis, and monitoring staff availability and student feedback to ensure that it is meeting students' needs.

All academic staff are responsible for providing academic consultation to students on an individual or group basis outside of class hours. Academic staff are required to provide their consultation hours (minimum two hours per week based on FTE) to students at the beginning of the Study Period; advise the process for making a booking; and to display their consultation times on their office door, in the learning management system and in study guides. Staff are also required to respond to reasonable levels of enquiry via phone, student emails and online messages seeking assistance, and respond within a reasonable timeframe, for example 48 hours. Assessment marks are expected to be provided to students within two weeks of the assessment submission date, together with constructive feedback to assist students with future assessments and learning.

Students are responsible for seeking consultation with academic staff and acting on feedback.

5.2 Student access

Students can access academic teaching staff during class lectures and tutorials to seek assistance. If students need further assistance outside of class hours, then students should book a time with their lecturer or tutor. Students may also seek assistance from teaching staff via email, phone or the learning management system.

General academic learning support and personal support is also provided by Russo Business School. Advice and bookings may be sought via student support staff.

6 Related documents

The following policies and procedures are related to this policy:

- a. Records Management Policy and Procedure
- b. Staff Development and Scholarship Policy and Procedure
- c. Staff Recruitment and Performance Policy and Procedure.

7 Review

Three years from commencement.

8 Accountabilities

The Academic Board is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and Russo Business School's higher education community via the website and other publications.

Delegated Authority	Delegation
Governance	
Academic Board	Refer to the Terms of Reference
Executives	
Chief Operating Officer	Relevant to Accountability Statement
Management	
Dean of Studies	Relevant to Accountability Statement
Lecturers and Tutors	Relevant to Accountability Statement

9 Revision history

Policy & Procedure Version No	Policy & Procedure Sponsor	Approval Authority	Date of Approval	Date for next review
1/2022	Diploma Program Manager	Academic Board	15/07/2022	15/07/2024