
PROCEDURE S10.1-P10.1

STUDENT ASSISTANCE AND CONSULTATION ON ACADEMIC MATTERS

1.0 INTRODUCTION

1.1 Related Policy

Student Assistance and Consultation on Academic Matters Policy

1.2 Purpose

This procedure outlines the responsibilities and processes involved to ensure all ABS and Third-Party Partner (TPP) teaching staff (including full-time, part-time and sessional staff) and other relevant staff make themselves available to assist students with academic matters outside of scheduled session times, as required by the Higher Education Standards Framework (2021), Standard 3: Teaching, and Standard 3.2.5 specifically.

1.3 Scope

This procedure applies to all students and staff of ABS and TPPs.

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. All ABS and Third-Party Partner (TPP) teaching staff (including full-time, part-time, and sessional staff), Student Services staff, the Success Coaches and other staff mentioned in this procedure are responsible to make themselves available to assist students with academic matters as outlined in this procedure.
2. All ABS and TPP students are responsible to follow this procedure, and the Student Code of Conduct in accessing teaching and other staff for assistance with academic matters.
3. All ABS and TPP staff are responsible to follow this procedure and the Staff Code of Conduct in the provision of assistance and consultation on academic matters to students.
4. Students and staff of ABS and TPPs are responsible to maintain privacy in all matters discussed during the provision of assistance and consultation, in

accordance with the Privacy of Staff Information and Records Policy and Privacy of Student Information and Records Policy and privacy legislation.

3.0 PROCEDURE

3.1 Consultation times

1. All teaching staff (Facilitators) are available to students to consult on issues specific to the unit they teach via:
 - i. one-on-one consultation meetings, via appointment;
 - ii. regularly scheduled group interactive workshops for each unit;
 - iii. forum participation; and
 - iv. email.
2. All Facilitators check emails and forums on a daily basis.
3. Success Coaches are available to students to seek support on the unit they are studying via:
 - i. one-on-one consultation meetings, via appointment;
 - ii. regularly scheduled group drop in sessions; and
 - iii. email.
4. The schedule for the group interactive workshops and drop in sessions for each unit are will be published on the Learning Management System.
5. Given all programs at ABS are offered in online mode, the availability of all Facilitators and Success Coaches will be via phone or online support and provided in emailed student communications and on the Learning Management System (Moodle). Information on how to request a one on one appointment is available on the ABS website and the Learning Management System (Moodle). Where relevant, TPPs teaching staff will be available via phone or online, although face to face meetings may be arranged if possible.
6. TPP students should refer to the TPP website for the support available and consultation hours.
7. In the case of urgent academic matters, if the student has not been able to contact Facilitators or Success Coaches, they should contact Student Services for assistance.
8. Students who are finding it difficult to meet course requirements should contact their Facilitator or the Success Coaches for assistance.
9. The Senior Lecturer- Program Manager oversees the scheduling of Facilitator interactive workshops and Success Coaching drop in sessions each study period.

3.2 Communication with students

1. Students are encouraged to utilise email to contact Facilitators and Success Coaches, where appropriate. The contact email address for a unit's Facilitator is provided in the Facilitator's welcome email to the unit, sent to each student at the start of the study period.
2. Contact emails for Student Services and the Success Coaches are published on MyABS and respective TPP websites.
3. All staff are required to respond to emails from students within two business days. Where a significant issue arises from email communication the staff member should make every effort to contact the student by telephone as soon as possible to discuss the matter.
4. Online video conference sessions may be arranged where the staff member believes this would be beneficial, the student agrees to it, and it is logistically possible.

4.0 DEFINITIONS

- **Success Coaches** - The Success Coaches is available to all students for assistance with academic matters in addition to their facilitators. The Success Coaches are responsible for helping students cope with their studies and arrange additional intervention measures, as necessary.
- **Academic matters** - Academic matters directly concern a student's units/course and satisfying all requirements of the unit/course.
- **Facilitator** - Facilitators are the lecturers and assessors for each unit. Facilitators are responsible for helping students with academic enquiries specific to the unit they deliver.
- **Student** - Refers to domestic and international ABS students.
- **Student Services** - Are non-academic staff who are the first port of call to assist students with all non-academic matters. Student Services will also assist students with accessing academic support if required.
- **Teaching Staff**- Refers to Facilitators.
- **Third-Party Partner (TPP)** - an organisation, other than ABS, providing education services to students on behalf of ABS, such as delivering an ABS unit or course.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- Higher Education Standards Framework (2021)
- Privacy of Student Information and Records Policy
- Privacy of Staff Information and Records Policy
- Staff Code of Conduct
- Student Assistance and Consultation on Academic Matters Policy
- Student Code of Conduct
- Student Progression and Support Policy

6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Executive Director
Status	New
Approval Authority	ABS Academic Board
Date of Approval	14/ 03/ 2023
Effective Date	14/ 03/ 2023
Implementation Owner	Executive Dean, ABS
Maintenance Owner	Head of Compliance
Review Due	May 2025
Content Enquiries	Sabina Cerimagic - Executive Dean, ABS Email: sabina.cerimagic@aimbusinessschool.edu.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S10.0-P10.0	21 October 2021	Director of Education	New Procedure
S10.1-P.10.1	14 March 2023	Executive Director	Procedure updated to reflect consultation model to better support students undertaking online, asynchronous learning.