



Student Consultation Policy

Policy Area: Governance

Approval: Chairperson, Board of Directors

Signature:

Date:

1. RESPONSIBILITY AND ACCOUNTABILITY

Initial approval of policy and later amendments:	Board of Directors
Amendment of procedures consistent with the policy:	Executive Principal
Distribution of policy:	Executive Principal
Implementation of policy:	Principals, Faculty
Monitoring and compliance of policy:	Academic Council, Principals
Evaluation and recommendations for amendments:	Academic Council, Principals, Faculty

2. PROVISION OF STUDENT CONSULTATION HOURS

The following guidance is provided for staff members in the setting of consultation times for students.

1. Sheridan Institute of Higher Education requires all lecturers—whether full-time, part-time or sessional—to be available to students for advice and consultation during time in which lectures are delivered for at least 25% of the time devoted to lecturing the unit. If, for example, a staff member teaches nine hours per week on campus, just over two hours per week should be formally available to students.
2. If the staff member does not have an office on the campus, a room for his or her use must be set aside by the institution administrator.
3. In cases where a lecturer is delivering to students in distance or on-line mode, hours of availability must broadly correspond to the requirement stipulated above.
4. All lecturers should provide their classes with their contact details (phone, email, fax). This is especially important if Sheridan opts to offer courses in distance, on-line and intensive mode.
5. Consultation times must be appropriately publicised to students.
6. The Sheridan Academic Principal must be advised of consultation times at the beginning of each semester and also advised of any changes made to consultation times during the semester.
7. If a staff member will be unavailable during an advertised period of consultation this should be publicised and the Academic Principal notified of such absences.
8. The amount of consultation time provided during study breaks and exam weeks would normally be greater than during teaching weeks.
9. Academic staff should ensure that their consultation hours do not clash with classes that their students are likely to be attending.

Online Consultation

1. Sheridan uses the Canvas Learning Management System to facilitate student consultation with academic staff.
2. All academic staff and students have access to the password-protected Sheridan Canvas site through the internet.
3. Sheridan encourages students to utilise the online tool for consultation outside of lecture/tutorial times. Sheridan requires that lecturers respond to student emails within 24 hours of them being received.

3. SHERIDAN-INITIATED CONSULTATIONS

Sheridan may initiate student consultation whereby:

1. a student receives feedback.
2. a student is identified as requiring assistance or support. The Academic Progress and Intervention Policy will be applied in these circumstances.
3. students are invited to provide input regarding the future direction of the institution.

4. ENSURING EFFECTIVE STUDENT FEEDBACK

Sheridan affirms that students have a significant contribution to make in the development and review of educational programs. Sheridan is committed to ensuring on-going consultation with students, both for the purpose of assisting students academically and to encourage an open and mutually respectful dialogue with students.

1. Each department of Sheridan shall establish and maintain procedures for seeking regular feedback from students about educational programs, and for involving them, where appropriate, in decisions and discussions affecting them in their studies
2. Sheridan shall prepare and publish a guide for student consultation.
3. Sheridan shall continue to use questionnaires to seek students' comments on subjects taught.
4. When course reviews and course development are undertaken, each Faculty shall seek student comment widely, through questionnaires, interviews and membership of committees where appropriate.
5. Each Faculty shall develop procedures for timely communication to students of information affecting their studies.
6. Sheridan shall establish and maintain procedures for monitoring trends in rates of retention, progression and completion of student cohorts through courses of study in order to review and improve student experience.

5. APPENDIX: DOCUMENT HISTORY AND VERSION CONTROL RECORD

Document Title:	Student Consultation Policy
Source Documents:	<p>Australian Institute of Business Student Consultation. Retrieved 13 September 2011 from http://www.aib.edu.au/policies/Teaching%20and%20Learning/Student%20Consultation.pdf</p> <p>Flinders Business School Policy on the Provision of Student Consultation Hours. Retrieved 13 September 2011 from https://socsci.flinders.edu.au/fbs-intranet/FBS_Student_Consultation_Hours_Policy_July09.pdf</p> <p>Monash University Student Representation and Consultation Policy. Retrieved 13 September 2011 from http://policy.monash.edu.au/policy-bank/management/governance/student-representation-consultation-policy.html</p> <p>SAE Institute Policy Student Consultation. Retrieved 13 September 2011 from http://www.sae.edu/media/ByronBay/pdf/policy/10641_3_S_POL_001_StudentConsultation.pdf</p> <p>TOP Education Student Consultation Policy. Retrieved 13 September 2011 from http://www.top.edu.au/student-consultation-policy</p>
Associated Internal Documents:	Sheridan Student Handbook
Associated External Documents	
Authorised Officer:	Chairperson, Board of Directors
Approved by:	Darren Smith, Executive Principal
Date of Approval:	6 November 2020
Next Review Before:	Oct 2023

Version Number	Version Date	Authorised Officer	Amendment Details
0.01	6 Dec 2012	N/A	Draft prepared by Darren Smith for Sheridan College and Vose College of Higher Education
1.00	02 Mar 2013	Chairperson, Board of Directors	Submitted to TEQSA for Sheridan College HEP registration: Attachment 6.3n Student Consultation Policies
1.01	16 Dec 2014	Chairperson, Board of Directors	Change to version control box
1.02	21 April 2017	Chairperson, Board of Directors	Minor change to ensure threshold compliance
1.03	6 November 2020	Executive Principal	Review and update – logo/name + revisions to administrative procedures.

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