Australian Graduate School of Leadership

Policy register

Policy name	Student Consultation		
Version	1.0	Status	Approved by Board of Directors
Communication	To all staff, students and prospective students	Date	21 January 2013

Printing this document may render it out of date. Please refer to the latest online version at http://imia.edu.au/reference

Related policies	• Students at Risk

1. Preamble

AGSL's student consultation policy is designed to ensure that students receive satisfactory and timely responses to academic queries.

2. Scope

The policy applies to all AGSL students and faculty members.

3. Principles

Students must receive timely and appropriate feedback to academic queries they submit to faculty members.

4. Procedures

Initially, students are to send academic queries to faculty members in the form of an email. Normally, faculty members are to initially respond to the student's initial email within 1 business day and in most cases provide a resolution within this timeframe, however more complex queries may be returned within 2 business days (though an initial response must still be sent within the first business day to indicate to the student when they should expect a resolution).

Responses to students may take longer than the abovementioned timeframes in extraordinary circumstances, such as when faculty members are travelling, however the maximum time allowed to provide an initial response to a student query is 3

business days. Where a student has not received a response from a faculty member within 3 business days, they should contact AGSL Administration who will follow up with the faculty member on the student's behalf. Faculty members who exhibit significant or persistent delays of more than 3 business days on the turnaround of student queries may be subject to performance improvement procedures as outlined in the Human Resources policy handbook.

In the case of more complex queries, students may request a telephone or face-to-face session with the faculty member; such requests should be made via email in the first instance.

These procedures set minimum standards for faculty to respond to student queries. Faculty members may offer their students enhanced or more direct methods of contact at their discretion (e.g. providing personal phone numbers).

Teleworkshops

Faculty members are to schedule group teleworkshops throughout each session to which all students enrolled in the subject shall be invited to attend. A teleworkshop may be held via any means of communication that is suitable to the faculty member and students, but should normally also be available as a dial-in teleconference (in addition to any other technologies used) to facilitate student attendance.

The number and timing of group teleworkshops shall be determined by student needs, lecturer availability and other operational imperatives, however normally a minimum of three teleworkshops shall be held in each session.

In addition to scheduled teleworkshops, faculty members are encouraged to schedule ad-hoc teleworkshop sessions where there is evidence that a group of students is experiencing difficulty with the subject or course. See also "Students at Risk" policy.

Support Resources

AGSL shall make available on its website resources to assist students transitioning or returning to postgraduate study and other resources to assist students to study effectively"

5. Responsibilities

The following committees are responsible for the application of the policy -

- Academic Board
- Executive Dean
- Registrar