

Higher Education Student Consultation Procedure

Approved by: Higher Education Academic Council

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Section 1. Purpose

1.1 This procedure outlines the processes for student/teacher consultation to assist students to gain maximum results academically in their course of study and personally and professionally as appropriate.

Section 2. Scope and Audience

2.1 This procedure applies to:

- a all students enrolled in TAFE NSW Higher Education courses of study; and
- b all TAFE NSW staff teaching or managing TAFE NSW Higher Education courses.

Section 3. Procedure

Scope of student consultation

3.1 TAFE NSW Higher Education academic staff are responsible for assisting students to understand subject and assessment requirements. Student consultation may take place for reasons including, but not limited to:

- a clarifying/explaining subject 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.

3.2 Academic staff may provide assistance with personal problems which may be impeding student progress however academic staff should refer cases to TAFE NSW Counsellors when it is evident that the personal problems require qualified assistance.

Student access to teachers

3.3 In the first instance students should attempt to access teaching staff during class hours. Where possible, academic staff will assist with student issues at this time.

- 3.4 Outside of class hours, all academic teaching staff, including casual teachers, will schedule time for student consultation and will have prescribed times set aside for appointments with students.
- 3.5 Students will be advised at the commencement of each subject on the process for teacher consultation and making appointments.
- 3.6 Teachers will have appointment lists on relevant notice boards and on teaching staff offices. For fully online courses, these times will be advertised on the subject Learning Management System (LMS). To make an appointment for a consultation, students will need to book a time.
- 3.7 Appointments may be arranged outside of the prescribed time, at a time mutually convenient to the staff member and student.
- 3.8 The availability of individual teachers will be posted on the LMS, and relevant course notice boards. The availability of teachers will be coordinated by the Course Coordinator as part of the teacher's timetable.

Student support

- 3.9 The TAFE NSW Counselling Service will also support students to achieve their educational objectives by providing students with access to supplementary support and advice.

Non-academic consultation

- 3.10 Students requiring advice and information on non-academic matters will be referred to appropriate TAFE NSW staff, such as Customer Service or Counsellors.
- 3.11 Consultation on personal matters will be referred to TAFE NSW counsellors. The objectives of this specialist support service are to assist current and prospective students to:
 - a make appropriate educational decisions and career choices;
 - b identify barriers and problems impeding study and progress and develop strategies to overcome these;
 - c overcome or remediate personal and social or other difficulties which interfere with study progress and individual welfare and development.
- 3.12 Advice on administrative matters will be provided by TAFE NSW Customer Service staff.

Section 4. Monitoring

- 4.1 This procedure will be reviewed annually to ensure it remains fit for purpose and satisfies legislative and compliance obligations.
- 4.2 This procedure does not replace or modify any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

Section 5. Responsibilities

Position	Responsibility
Academic staff	Responsible for providing student academic consultation in accordance with this procedure.
Course Coordinator	Together with the Dean, responsible for the effective management and implementation of this procedure, and oversight of teacher compliance with this procedure.
Dean of Higher Education	Together with Course Coordinators, overall responsibility for relevant compliance with this procedure and training of academic staff in this procedure.

Section 6. Governance information

Governance	Details
Related policies	This procedure is governed by the: TAFE NSW Higher Education Student Consultation Policy
Related documents	This procedure is to be read together with: <ul style="list-style-type: none"> - TAFE NSW Academic Integrity Policy and Procedure - TAFE NSW Higher Education Student Progression and Exclusion Policy and Procedure - TAFE NSW Customer Complaints Policy
Accountable Officer	Senior Manager Higher Education
Responsible Officer	Dean of Higher Education
Content Manager number	PROJ26/28
Next review date	November 2026

Section 7. Definitions

Word	Definition
Academic staff	Dean of Higher Education, Course Coordinators, Teachers

Word	Definition
Course Coordinator	The academic manager of a TAFE NSW Higher Education course who has overall responsibility for course and student management at the delivering campus.
Dean of Higher Education	Responsible for overseeing and reporting to the Higher Education Academic Council on a range of TAFE NSW Higher Education academic matters, student management, course implementation and professional development of staff.
Higher Education Academic Council (HEAC)	Responsible for academic governance of TAFE NSW Higher Education to ensure educational objectives are achieved.
LMS	The Learning Management System, such as Moodle, is the online method of distributing learner resources, assessment information and teacher communications to students.
Progression rules and completion requirements	Requirements necessary to continue to be enrolled in the course and to become eligible for graduation.
Senior Manager Higher Education	Overall responsibility for TAFE NSW Higher Education programs and point of contact between TAFE NSW and TEQSA.
TAFE NSW Higher Education	TAFE NSW Higher Education is the registered trading name of the Technical and Further Education Commission as a higher education provider.
Teaching and Learning Committee (TLC)	The Teaching and Learning Committee (TLC) monitors the implementation of a TAFE NSW Higher Education course to ensure quality and consistency of teaching and learning across all delivery locations.

Section 8. Document history

No.	Effective	Approved by	Amendment
1	1 January 2026	Senior Manager Higher Education	Converted procedure to new format.