
PROCEDURE S10.5-P10.5

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 ACHW 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 ACHW and TPPs.

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. All ACHW and Third-Party Partner (TPP) teaching staff (including full-time, part-time, and sessional staff), Student Services staff, the Academic Learning Advisor and other staff mentioned in this procedure are responsible for making themselves available to assist students with academic matters as outlined in this procedure.
2. All ACHW and TPP students are responsible for following this procedure, and the Student Code of Conduct in accessing teaching and other staff for assistance with academic matters.
3. All ACHW and TPP staff are responsible for following this procedure and the Staff Code of Conduct in the provision of assistance and consultation on academic matters to students.

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 daily.
3. The Academic Learning Advisor is 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 will be published on the Learning Management System.
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6. Given all programs at ACHW are offered in blended mode, the availability of all teaching staff will be via phone or online support and provided in emailed student communications and on 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. Student Services and the Academic Learning Advisor are available for ACHW student consultation by appointment. Information on how to request an appointment is available on the ACHW website and the Learning Management System (Moodle).
7. TPP students should refer to the TPP website for the support available and consultation hours.
8. In the case of urgent academic matters, if the student has not been able to contact teaching staff, they should contact Student Services for assistance.
9. Students who are finding it difficult to meet course requirements should contact their Facilitator or the Academic Learning Advisor for assistance.
10. The Head of School oversees the scheduling of workshops and drop-in sessions for each study period.

3.2 Communication with students

1. Students are encouraged to utilise email to contact teaching staff and the Academic Learning Advisor, where appropriate. The contact email addresses for teaching staff are published in the Unit Guide for the unit(s) they are teaching.
2. Contact emails for Student Services and the Academic Learning Advisor are published on ACHW and TPP websites in Moodle and in the Unit Guides.
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. Face-to-face meetings may be arranged where the staff member believes this would be beneficial, the student, and or parent or guardian of a student under the age of 18 agrees to it, and it is logistically possible.

4.0 DEFINITIONS

- **Academic Learning Advisor** - The Academic Learning Advisor is available to all students for assistance with academic matters in addition to their facilitators. The Academic Learning Advisor is 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 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.
- **Third-Party Partner (TPP)** - an organisation, other than ACHW, providing education services to students on behalf of ACHW, such as delivering an ACHW unit or course.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- [Higher Education Standards Framework \(2021\)](#)
- Privacy Policy
- Staff Code of Conduct Policy
- Student Assistance and Consultation on Academic Matters Policy
- Student Code of Conduct Policy
- Student Progression and Support Policy

6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Chief Education Officer Higher Education,
Status	Reviewed on September 2025
Approval Authority	ACHW Corporate Board
Date of Approval	23 October 2025
Effective Date	27 October 2025
Implementation Owner	Head of School, ACHW
Maintenance Owner	Senior Compliance Manager Higher Education
Review Due	October 2028

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S10.0-P10.0	10 July 2017	Head of Compliance/ Director ACHW	Initial Document review after purchase of MHMHE
S10.1-P10.1	10 March 2020	Academic Board	General review and update
S10.2-P10.2	27 July 2021	Academic Board	Procedure separated from policy. New title - previously the Student Consultation Procedure. New template. Responsibilities added. More detail added on contacting staff. Additional definitions. Policy ownership amended.
S10.3-P10.3	25 June 2024	Executive Director	Updated with approach that suits online, asynchronous delivery.
S10.4-P10.4	13 January 2025	Executive Director	Changes to staffing
S10.5-P10.5	23 October 2025	Senior Manager Compliance Higher Education	Addition of policy statements for under 18-year-old students Minor administrative changes • Update to staff titles • Template slightly revised following benchmarking