

POLICY S10.2

STUDENT ASSISTANCE AND CONSULTATION ON ACADEMIC MATTERS

1.0 INTRODUCTION

1.1 Context

In the provision of its higher education courses, orientation courses, transition support and ongoing academic language and learning support, the AIM Business School (ABS) identifies and adequately supports the individual learning needs of all its students by ensuring that teaching staff who teach any course of study, Student Services, the Success Coaches, and other staff are reasonably available for students seeking academic assistance.

1.2 Purpose

This policy outlines the principles and responsibilities which govern the availability of ABS and Third-Party Partner (TPP) teaching staff (including full-time, part-time, and sessional staff) to assist students with academic matters outside of scheduled session times.

It also outlines the principles and responsibilities which govern the availability of Student Services, the Success Coaches, and other staff to assist students with academic matters.

1.3 Scope

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

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. ABS and TPP students are responsible to comply with this policy.
2. ABS and TPP staff are responsible to comply with this policy.

3.0 POLICY

3.1 Principles

1. ABS and TPP staff and students communicate with each other in a professional, timely and honest manner reflecting their respective code of conduct -the Student Code of Conduct Policy or the Staff Code of Conduct Policy.

2. Information provided on academic matters must be current, accurate, ethical, impartial, and prompt.
3. ABS and TPPs ensure that teaching staff, and other staff, are reasonably available for students seeking academic assistance for units within the course of study.
4. Advice on academic matters to students must only be provided by authorised staff such as teaching staff, and the Academic Learning Advisor.
5. ABS and TPP students can expect to have teaching staff (including full-time, part-time, and sessional staff) available to them for assistance and consultation outside of scheduled workshops/classes in accordance with the details in the Student Assistance and Consultation on Academic Matters Procedure.
6. ABS and TPP students can expect to have Student Services staff available to them for assistance - appointments can be made online.
7. ABS and TPP students can expect to have the Success Coaches (or equivalent at TPPs) available for assistance and consultation on academic matters via online appointment, as outlined in the Student Assistance and Consultation on Academic Matters Procedure.
8. Students studying subjects via online delivery have access to academic staff and advice by electronic means and methods as appropriate to the delivery mode.
9. ABS and TPPs expect that students will understand that busy schedules require students to respect the notification of availability of teaching and other staff.
10. Student misbehaviour in respect to accessing teaching and other staff will be addressed in accordance with the Student Code of Conduct and the Managing Inappropriate Student Behaviour Procedure.
11. Complaints by students and staff under this policy may follow the Student Grievances and Complaints Policy and Procedure or the Staff Grievances Policy and Procedure, but are first discussed with the Executive Director, ABS or TPP, to pursue a more informal path to resolution of the issue.
12. Records of communications relating to academic matters must be recorded on the Student Management System.

4.0 DEFINITIONS

- **Academic matters** - Academic matters are those that directly concern the student's course and their progression towards satisfying all requirements of the course. Students who are finding it difficult to meet course requirements should contact their facilitator or the Academic Learning Manager for assistance.
- **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.

- **Success Coach**- The Success Coach is available to all ABS students for assistance with academic matters. The Success Coach is responsible for helping students with their studies and to arrange additional intervention measures as necessary.
- **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

- Managing Inappropriate Student Behaviour Procedure
- Staff Code of Conduct Policy
- Staff Grievances and Complaints Policy
- Student Assistance and Consultation on Academic Matters Procedure
- Student Code of Conduct Policy
- Student Grievances and Complaints Policy
- Student Progression and Support Policy

6.0 POLICY OWNERSHIP

Policy Owner	Executive Director, ABS
Status	Reviewed on May 2024
Approval Authority	ABS Academic Board
Date of Approval	25 June 2024
Effective Date	2 July 2024
Implementation Owner	Executive Director, ABS
Maintenance Owner	Head of Compliance
Review Due	May 2027
Content Enquiries	Sabina Cerimagic - Executive Director, ABS Email: sabina.cerimagic@aimbusinessschool.edu.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S10.0	21 October 2021	Director of Education	New Policy
S10.1	10 March 2023	Head of Compliance	Minor Administrative Change: Update to Staffing Titles.
S10.2	25 June 2024	Executive Director	Reference to online delivery mode, record keeping and authorised staff to advise on academic matters.