



Academic Consultation Policy

Policy

Individual student consultation with the subject lecturer or other appropriate academic is part of the learning experience provided in each subject. This Policy defines the Study Group Australia Pty Ltd Modus Operandi and commitment to student consultation.

Scope

This policy applies to academic staff teaching, advising and mentoring in the Study Group Australia Pty Ltd (SGA) programs.

Procedure

In-class consultations

The normal weekly teaching pattern in SGA includes two hours of face to face lecturing, one hour of structure tutorial, plus a further 'diagnostic hour' that allows students the opportunity to clarify points of confusion, discuss aspects of the subject in more detail and to obtain feedback on their assignments (both in draft form and on completed work).

The scheduled time for the lectures and tutorials are prominently displayed in hard copy at the campus and provided individually to students.

If it is considered that additional times for consultation are required, at particular times of the semester, these may be arranged with the approval of the Course Coordinator.

Electronic consultations

Each subject is enhanced by an individual web based support site. The subject web page provides students with access to subject resources, and also includes a 'chat room', 'forum' and 'group email' facilities that allows for the posing of questions by students and lecturers and responses by both students and lecturers. Such community based facilities are moderated and controlled by the subject lecturer.

All students enrolled in a subject have access to the subject web page.

Email consultations

Each student and lecturer has a unique Study Group email address which is the primary conduit for academic and administrative information and enquires.

Students are encouraged to contact lecturers directly by email if they have questions that will not wait to the next tutorial session.

SGA lecturers are required to read and respond to their email in a timely fashion.

Consultations with Course Coordinator

Course Coordinators are available for individual consultation at times when they are not engaged in lecturing and other administration duties. Course Coordinators are normally full time permanent staff and are generally on campus from 9am – 5pm Monday to Friday. Appointments can be made in

person with the Coordinator, by email or at Reception. Times available for appointment are posted on the door of the Coordinator's office, at Reception and sent in electronic form to each student.

Course Coordinators provide a range of academic and course management advice range from course planning and subject enrolment to deal with appeals and progression issues.

Consultations with Study Support/Academic Advisers

The Study Support Officers and/or Academic Advisers are available for individual consultation. Appointments can be made in person with the Study Support Officers and/or Academic Advisers, by email or at Reception. Times available for appointment are posted on the main notice board, at Reception and sent in electronic form to each student. The Study Support Officers and/or Academic Advisers can provide support with time management, exam preparation, language structure and grammar in assignments, essay and report writing, referencing, avoiding plagiarism, library research including data base searches.

The Study Support Officers and/or Academic Advisers also deliver regular seminar series covering a wider range of topics aimed to improve students performance in their studies.

Version Control

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