

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<p><b>Student Consultation Policy and Procedures</b></p>
<p>Document Type</p>	<p>Policy</p>
<p>Administering Entity</p>	<p>Vice President – Administration, Registrar, Course Directors (Deans), Course Deputy Directors (Assistant Deans), Course Managers</p>
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<p>Approval Authority</p>	<p>Academic Board</p>
<p>Indicative time of Review</p>	<p>May 25, 2023</p>

### 1. Purpose

- a. This policy sets out S P Jain School of Global Management’s (S P Jain) commitment to the provision of timely and equitable access for students seeking individual assistance with any aspect of their studies.
- b. Any student seeking individual assistance, support or consultation, from teaching staff or academic members of the faculty, are able to access the appropriate and relevant staff member in a timely fashion to enable effective support, feedback and/or provision of information to assist student progression, well-being and academic success.
- c. As a multi-city institution with a diverse student cohort, S P Jain recognises that students will at times, require personalised support, individualised feedback and greater levels of information as part of their studies. In this respect, this policy ensures a consistent approach to student consultation for all students regardless of the mode of study, campus location or student demographics.
- d. This policy aligns with the requirements for student access under Standard 3.2.5 of the Higher Education Standards Framework (2015).
- e. S P Jain provides specific student support services for all students as outlined in the Student Support Policy and Students at Risk Policy.

## **2. Scope**

This policy applies to all students enrolled in the School.

- a. The policy sets out provisions for access to teaching staff and academic members of the Faculty. This includes all staff with teaching responsibilities regardless of their position within the School or location.
- b. This policy does not apply to dedicated student support staff noting that students have access to support and services staff at each of the School's campuses and are able seek support in relation at any time.

## **3. Definitions**

Student access for consultation with teaching staff in the context of this policy is defined as teaching staff being accessible to students:

- a. during scheduled class-times to address any issue raised by students to the best of their ability
- b. before or after class-time to address any issue raised by a student if time permits and suits both parties
- c. outside of scheduled class-times via phone or email
- d. by appointment in a prescribed allocation for student consultation during the teaching period and as communicated clearly to students at the start of the teaching period
- e. by appointment as necessary and as mutually agreed by the teaching staff and the student concerned.

## **4. Guidelines**

- a. Student consultations may be requested by a student to discuss any relevant matter including but not limited to the following matters:
  - i. clarification of subject requirements and progression
  - ii. clarification of assessment requirements or marking guidelines
  - iii. assistance in catching up on content from any lectures and/or tutorials they may have missed
  - iv. advice on methods and strategies to complete assessment tasks
  - v. seeking extension of assessment due dates including discussion of special consideration applications
  - vi. feedback about assessment
  - vii. issues with teaching methodologies
  - viii. clarification of specific course content including referencing support
  - ix. advice on seeking further student support

- b. Staff are required to make themselves reasonably accessible to students seeking individual consultation during class-time, and must allocate an average of 3 hours per week outside of class-time to cater for student consultation. If required, the Registrar's Office in consultation with the Vice President – Administration and Course Director (Dean) may stipulate longer consultation hours.
- c. Where necessary, staff will refer students to specific internal support services or escalate any issue that the staff member is unable to resolve to their line manager.
- d. Allocations for prescribed consultation times must be communicated to students prior to the commencement of the teaching period for the unit.
- e. The School will ensure that all contracts and position descriptions for teaching staff will recognise time allocations required for student consultation.

**Related Documents**

- a. Students at Risk Policy
- b. Student Support Policy