SOUTHERN ACADEMY OF
HIGHER EDUCATION

Southern Academy of Higher Education (SAHE)

Student Consultation Policy (Effective Date: 2 March 2026)

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1. Policy Statement

Southern Academy of Higher Education (SAHE) is committed to ensuring that all teaching staff are available for face-to-face and online student consultation during each study period, including revision and assessment weeks.

This policy outlines how all teaching staff (including continuing full-time, part-time, casual and sessional staff) will be available to assist students with academic matters outside scheduled class times.

2. Scope

This Policy applies to all students and teaching staff of SAHE.

3. Policy Principles

All teaching staff (including full-time, part-time, casual, and sessional staff) will be available for one hour per week for each unit they teach (up to a total of eight hours per teaching session) to allow students to consult on any academic matters related to those units.

a. Continuing Academic Staff (full-time and part-time)

Each continuing academic staff member will be available for student consultation for one hour per unit taught. For example, a full-time staff member who delivers four units will be available for student consultations four hours per week during the study period. A part-time staff member delivering two units will be available for two hours per week.

b. Casual or Sessional Staff

A casual or sessional staff member delivering one unit will be available for up to one hour per week (up to eight hours in a teaching period).

c. Communication and Operation of Consultation Times

- Designated student consultation times must be advised to students via the Learning Management System (LMS). Variations in consultation times must be communicated to student support staff and students, including via the Learning Management System and in the unit outlines.
- To provide students with fair access to consultation, consultation times should be scheduled when students are likely to be on campus and when they do not clash with class timetables, if operationally feasible.
- Consultation sessions will be held at places suitable for the purpose, such as a vacant classroom, an academic staff office, or the meeting room, to ensure privacy for the student. Casual or sessional staff may align their consultation times with scheduled classes.
- Staff must have compelling reasons for not being available for designated on-campus consultation times. If unavailable, arrangements should be made for consultation by other means, such as by email or for another appropriate staff member to be available.
- Consultation times will consider the needs of specific student cohorts, such as part-time and online students.
- Students will book a consultation time with their lecturer so that the lecturer and Course Directors can monitor the effectiveness and use of student consultation.
- Outside of consultation times, students are encouraged to utilise email to contact teaching staff, where appropriate, using their SAHE email account. Staff should respond to students within two business days. Staff should make every effort to

communicate with the student in class, by email, or by phone if the matter is urgent.

d. Approval of proposed consultation times and Bookings

Teaching staff must advise the Course Director of their proposed consultation hours at the beginning of each study period. The Course Director will either approve the proposed consultation times or, where the times appear to be less than favourable for most students, liaise with the staff member concerned to negotiate revised student consultation times.

4. Availability of non-teaching staff

The Course Directors, Deputy Dean and Dean are available for student consultation by appointment. If there are any urgent matters, non-teaching staff will make themselves available as soon as possible to support the student. Student support staff are also available to assist with non-academic matters.

Version Control

Version	2.0
Category	Academic
Approving Body	Academic Board
Approval Date	20/02/2026
Policy Owner	Dean
Details of Changes	The policy has been rewritten to reflect better HESF Domain 3: Teaching, specifically student access to teaching staff. Added Effective Date to title. Added version control statement in the footer.

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