
Student Consultation Policy

This policy is current as of 1 January 2014 and will be reviewed at least annually by the Academic Board.

Scope

This policy is applicable to Kaplan Business School Pty Ltd.

Introduction

Kaplan is committed to providing its students with all the academic and welfare support needed to give each student the best chance for achieving their personal and educational goals. To achieve this, Kaplan endeavours to maintain a high staff to student ratio dedicated to providing students with counselling, advice and support regarding their academic study, personal welfare, accommodation issues, adjusting to a different culture and educational system, and introducing them to an Australian Higher Education study environment.

Face to Face programs

For Academic matters each lecturer/tutor is expected to provide consulting times with students at times other than during class time as part of their individual contractual arrangements. While there are no set times, staff generally allow up to two hours consulting time per week according to student requests. Students may also contact the other relevant academic staff for one-to-one consultation regarding specific academic matters from time to time. Information on academic staff contact details are available and appropriately publicised to students.

Additionally, students may be able to contact staff members directly with questions and requests for assistance via telephone, email or the online environment when available. Consultation times can be used to proactively work with students over the course of the trimester on a one to one or small group basis.

Online programs

Consultations can be of an academic or non-academic nature. Students wishing to speak to someone about their progression or matters of special consideration, subject choice etc, are generally advised to speak to their Academic Adviser. The Adviser for Life (AFL) program ensures that each student has one adviser for the duration of their course who is familiar with their progression, requests and contacts. This information is maintained in the student information system and provides a clear overview from which advice can be given. Students wishing to seek academic advice about subject content may do so via the chat rooms or discussion forums. As the course is online, these environments provide students with a private or public environment in which to seek out advice/support from a practitioner/academic in relation to subject content.

While one-on-one consultation time is not generally provided in Kaplan's online courses, students have access to tutors and academic staff via the online environment. This may be in the form of discussion forums, chat sessions or messaging tools.

Others resources available to students

Academic Success Centre

Kaplan Business School Academic Success Centres (ASC) are a campus specific service designed to offer a collection of academic services and programs to assist students in reaching their academic and career goals. These services include study skills, learning assistance (i.e. literacy, language or numeracy) and support for ESL students. Each ASC will be manned with Academic Staff from across an array of disciplines, who will offer individualised and group sessions and subject/course-specific and general academic assistance.

Where learning support is required for students with identified areas of learning difficulty, students may be referred to specialists in a particular area for assistance. Students with learning or study difficulties are required to inform staff of the nature of their need at the time of enrolment so that suitable referrals or adjustments may be made. Information on support for students with special needs or circumstances is provided in the Kaplan Business School Handbook.

General Academic Matters

Academic matters can be discussed with an individual teacher, the Academic support staff or other appropriate staff as identified by Kaplan. These issues may include timetables, course or unit selection, private tutorial support, academic progress, interactions with teachers, etc.

Student Welfare

Students who wish to see the Student Adviser/Student Experience Officer on personal matters can make an appointment at Reception. These matters may include physical health, mental health, emotional, legal, financial or religious matters. All appointments are confidential and free of charge. If extra assistance is required the student may be referred to external professional sources for assistance. Kaplan refers students to qualified medical doctors and counsellors who are members of relevant professional bodies such as the Australian Counselling Association.

Students with disabilities can request that special arrangements be made for their disability. This should be done prior to enrolment so that Kaplan can advise on the level of allowance that can practically be made for the student.

First Year Students:

It is recognised that students enrolled in designated first year units should be carefully supported, and that assessment in the first year of study should be as formative and developmental in flavour as possible, to build students' academic skills and confidence.

As such it is required that:

- Lecturers make special provision for students in their first year of study to assist them to negotiate successfully the expectations underpinning any assessment task
- Lecturers make use of academic skills development staff in teaching students approaches to assessment tasks in the first year of study
- Lecturers monitor the assessment performance of first year students. Where attrition in a subject is judged to be high by the Grade Ratification Committee, Kaplan will be required to implement specific practices to reduce attrition in that subject. These practices could include:

- mentoring of new students by senior students
 - formal peer review of students' responses to assessment instruments prior to the due date
 - a restriction that no first year assessment task should be worth more than 50% weighting towards a final mark
 - reviewing weighting, timing and number of assessment instruments in a unit;
 - offering supplementary exams on the recommendation of the Assessment and Grade Ratification Working Group
- Consultation with the academic skills development staff should be offered to any student on any key assessment task that has been given an initial grade of 'fail'.

Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education Australia.