
Student Consultation Policy

Policy/Document Approval Body:	Academic Board
Date Created:	14 th July 2009
Policy Custodian:	Dean of Engineering
Policy Contact:	Accreditation Manager
File Location:	W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures
Location on EIT website:	http://www.eit.edu.au/organisation-policies
Review Period:	Three years
Revision No:	5
Date of Revision:	18 July 2013
Purpose:	The purpose of this policy is to set out the way the EIT provides information on availability of consultation avenues for students.
Scope:	This policy is relevant for EIT students and staff.
Essential Supporting Documents:	
Related Documents:	EIT Student Code of Conduct

1. Consultation forums

Webinars

The delivery of lectures is via interactive, online sessions called webinars. Students are expected to participate actively in these sessions and are required to attend 70% of the webinars in a course. During these sessions the lecturer is available to respond to questions and to assist in the explanation of the content as it is delivered.

Progress Questionnaires

Students are asked to complete three progress questionnaires throughout an advanced diploma program. For graduate certificate and graduate diploma courses there are two progress questionnaires. The progress questionnaires provide the students with an opportunity to provide EIT with feedback on the course in a range of areas and helps the EIT to continually improve the courses.

Assessment Results

These results indicate to EIT academic and administrative staff both group and individual student progress. They also give a general measure of the efficacy of the webinar sessions for the students and the accuracy of the assessment tools. (Refer to *Student Counselling* below for the EIT's response to assignment submission and results.)



Email

Following the webinars or interactive on-line sessions, students are encouraged to email their lecturers with queries relating to the content being delivered within the webinars and/or with their assignments. Lecturers are required to respond to these emails in a timely manner.

Information Packs

At the commencement of a course, students are provided with the contact numbers of staff who can assist them with a range of needs, including their dedicated course coordinator. This information is available to all students via Moodle, EIT's Learning Management System.

Moodle

The EIT utilises Moodle, which is a Learning Management System designed to manage internet-based courses. Moodle at EIT has been customised to ensure better management of EIT courses. Moodle is designed to provide students and lecturers with a range of information, including scheduled webcasts, assignment due dates and links to reference material.

2. Student Counselling

The Course Coordinator is responsible for a specific course intake and will contact a student for counselling, if a student:

- Fails to submit a second assignment.
- Is struggling with the English teaching medium – this is often determined through participation, or lack thereof, during webcasts.
- A student submits assignments, but submits more than two after the due date, without requesting an extension on the assignment
- A student fails a second assignment
- A student begins to miss webcasts without informing the Course Coordinator
- A student's payment is declined

Where it is deemed necessary, the Course Coordinator will refer the student on to other personnel within the EIT and beyond, including:

- Learning and Career Advisors - career counselling and ESL advice
- IT Manager - Any IT issues
- E-Learning Manager – Any matter they need support with.
- Other Course Coordinators – Support for any problems they require assistance with.