

STUDENT CONSULTATION POLICY

Policy / Document Approval Body:	Academic Board
Date Created:	14 July 2009
Policy Custodian:	Dean of Engineering
Policy Contact:	Accreditation and Compliance Manager
Location on EIT website:	https://www.eit.edu.au/about/policies-procedures/
Review Period:	Every Three Years
Revision No:	8
Date of Revision:	9 November 2023
Date Approved:	21 November 2023
Date Commenced:	22 January 2024

1.0 Purpose

The purpose of this policy is to set out the method that EIT adopts to provide information on availability of consultation avenues for Vocational Education and Training (VET) and Professional Certificate of Competency students.

2.0 Scope

This policy is relevant for EIT VET and Professional Certificate students and staff involved in VET and Professional Certificate of Competency courses and activities.

3.0 Consultation Forums

3.1 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 VET course and four (4) out of the six (6) webinars in a Professional Certificate of Competency 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.

3.2 Progress Questionnaires

VET students are asked to complete a number of progress questionnaires throughout their course. Professional certificate of competency courses have a post course questionnaire provided at the end of the course. The questionnaires provide students with an opportunity to provide EIT with feedback on the course in a range of areas and helps EIT to continually improve their courses.

3.3 Assessment Results

These results indicate both group and individual student progress to EIT academic and administrative staff. 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 EIT's response to assignment submission and results.)

3.4 Email

Following the webinars or interactive online 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.

3.5 EIT Staff Contact Information

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

3.6 Moodle

EIT utilises Moodle, which is a Learning Management System designed to manage internet-based courses. Moodle is designed to provide students and lecturers with a range of information, including scheduled webinars, assignment due dates and reference material.

4.0 Student Counselling

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

- Fails to submit assignments;
- Is struggling with the English teaching medium – this is often determined through email communications, phone calls, assessment submissions and a lack of participation, during webinars;
- 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 webinars without informing the LSO;
- A student's payment is declined.

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

- EIT Course Advisors;
- IT Support – for any IT related issues;
- VET College Manager – any matter they need support with;
- Other LSOs – Support for any problems they require assistance with;
- Other Senior EIT Staff e.g., Deputy Dean, Dean, HR Manager etc.

5.0 Related Documents

- Admissions Policy.VET
- Assessment Validation and Student Progress Procedure.VET
- Assessment, Validation and Student Progress Policy.VET
- Diversity, Fair Treatment and Equal Opportunity Policy.DS
- EIT Ethics Statement.DS
- EIT Facilities.DS
- EIT01 Training and Assessment Policy
- EIT01.3 Support Learners Policy
- EIT01.4 Conduct Effective Assessments Policy
- EIT02 Quality Assurance Policy
- EIT04 Accurate and Accessible Information Policy
- EIT05 Learners are Informed and Protected Policy
- EIT06 Complaints and Appeals Policy
- Health and Wellbeing Policy and Procedure.DS
- Learning and Teaching Policy.VET
- Learning and Teaching Resources Policy .DS
- Privacy Policy.DS
- Student Code of Conduct.DS
- Student Complaints, Grievances and Appeals Policy.VET
- Student Complaints, Grievances and Appeals Procedure.VET
- Student Support for Online Learning and ICT Infrastructure Procedure.VET
- Student Support Policy.DS
- Student Support Procedure.DS
- Students at Risk Policy.VET
- Students at Risk Procedure.VET
- VET Student Loans Policy

6.0 Related Legislation

The following legislation is relevant to this policy, however not all are mandatory for education providers:

- [Privacy Act 1988 \(Cwth.\)](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015 \(Cwth.\)](#)
- [VET Student Loan Act 2016 \(Cwth.\)](#)

7.0 Accountabilities

The Academic Board is responsible for the review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and EIT's community via the website and other publications.