

Higher Education Student Consultation Policy

Approved by: Executive Director, Course Development and Quality

Approval date: 16 March 2026

Effective date: 26 March 2026

Next review due: 26 March 2029

Acknowledgement of Country

In the spirit of reconciliation, TAFE NSW acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Section 1. Purpose

- 1.1 This policy outlines academic staff responsibilities in relation to supporting TAFE NSW Higher Education students and being available for student consultation.
- 1.2 TAFE NSW Higher Education is committed to supporting students to meet their academic potential and to succeed personally and professionally.

Section 2. Scope

- 2.1 This policy applies to all students enrolled in TAFE NSW Higher Education courses and TAFE NSW Higher Education academic staff.

Section 3. Policy requirements

- 3.1 TAFE NSW Higher Education academic staff will be available for student consultations in relation to a range of academic matters including:
 - a. clarification of subject and assessment requirements;
 - b. providing feedback on assessment performance;
 - c. discussion of assessment due dates and requests for extensions;
 - d. clarification of progression rules and completion requirements;
 - e. assisting students to catch up on course content they may have missed.
- 3.2 TAFE NSW Higher Education non-academic staff such as counsellors will be available for student consultations in relation to non-academic matters.
- 3.3 This policy will be reviewed every three years to ensure it remains fit for purpose and satisfies legislative and compliance obligations.

- 3.4 This policy does not replace or modify any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

Section 4. Responsibilities

Position	Responsibility
Dean of Higher Education	The Dean of Higher Education has overall responsibility for the effective administration and implementation of this policy.
Course Coordinators	Course Coordinators have local responsibility for the effective administration and implementation of this policy.

Section 5. Governance information

Governance	Details
Legislation, regulations, and standards	This policy is governed by the Higher Education Standards Framework 2021 (Threshold Standards) .
Related procedures	This policy governs the following procedure: Higher Education Student Consultation Procedure
Related policies	This policy is to be read together with: Academic Integrity Policy Higher Education Progression, Exclusion and Graduation Policy Customer Complaints and Feedback Policy
Accountable Officer	Executive Director, Course Development and Quality
Responsible Officer	Senior Manager Higher Education
Content Manager number	PROJ26/24
Next review date	26 March 2029

Section 6. Definitions

Word	Definition

Section 7. Document history

No.	Effective	Approved by	Amendment
1	28 September 2010	TAFE NSW Higher Education Governing Council	Initial approval of policy statement.
2	5 November 2020	Head of Higher Education Standards	Policy statement updated into new Written Directions format. Minor content changes to reflect current version of related procedure.
3	7 December 2023	Chief Product & Quality Officer	Reviewed and updated policy.
4	27 February 2024	Director Educational Quality	Reviewed and updated related documents
5	26 March 2026	Executive Director, Course Development and Quality	Policy review- alignment with revised TAFE operating model and conversion to latest policy template.