Student Academic Consultation Guideline

Version: 1.1

Date Approved: 19 September 2025

Implementation: Student Services Managers, Operations Managers

Maintenance Owner: General Manager- Quality, Accreditation & Compliance

Contents

Section 1 – Introduction

1) Purpose

This document provides guidance for Academy of Interactive Technology Pty Ltd ("AIT") students and academic staff in relation to managing access of students to teaching staff.

2) Scope

This policy applies to:

i) All students (domestic and international) of AIT brands;

ii) All staff of AIT including employees and contractors; and

iii) All courses delivered by AIT including those delivered on their behalf by education providers with whom there is a licensing arrangement.

If there are any discrepancies between an affiliate's policy and this policy, the AIT policy will apply.

Academy of Interactive Technology Pty Ltd (AIT) - also trading as Coder Academy Australia, Greenwich Higher Education, and ISCD), RTO: 90511, Registered Higher Education Provider PRV12005, CRICOS: 02155J

Section 2 – Guidelines

1) Student - Teacher Consultations

The consultation process provides students with the opportunity to meet with their teacher and discuss academic matters. This may include concerns about performance in class generally or on a specific assessment, course related topics of interest, industry trends and topics, assessment outcomes.

Consultations may be driven by the student or by the teacher. In the case of the teacher this may be focused on providing directed feedback on performance in specific tasks (in addition to feedback provided through Canvas), responding in more detail to questions asked in class, providing career advice, or recommending participation in one of AIT's academic support initiatives.

2) Scheduling a Consultation

a) Standard consultations are scheduled for 15 minutes duration,
b) Students schedule a consultation using the 'consultation request form' available on Canvas,
c) Teachers schedule a consultation with a student ad hoc.

3) Recording Consultations

All consultations should be recorded in brief by the teacher in the related field on the Consultation Request Form, and provided to Student Services for uploading into the Student Management System against the student's profile.

Where matters of concern arise during the consultation this should be raised in the first instance with the Course Coordinator, or where the teacher is the Course Coordinator they should be raised with the Academic Director or Campus Academic Manager.

4) Safety and Well-being

All consultations should take place on campus. Where they occur in a classroom or office the door should remain open.

Section 3 – Supporting Documents and Change History

1) Supporting Documents

Document name	Document type	Location
Student Code of Conduct	Policy	Internal
Student Handbook	Policy Guide	Internal
TEQSA Threshold Standards 2021, Standards 2.2 Diversity and Equity, 2.3 Wellbeing and Safety, and 2.4 Student Grievances and Appeals	Legislation	Website
Under 18 Years Student Management and Supervision Procedure	Procedure	Website
U18 International Students Guideline	Procedural Guide	Website
ESOS Act 2017	Govt Standards	External
National Code 2018	Govt Standards	External
Higher Education Support Act 2003	Govt Standards	External
ASQA Standards for RTO's 2015	Regulatory Standards	External
Privacy Act 1988	Legislation	External

2) Change History

Version	Approval date	Department	Approved by	Change
V1.0	21 January 2020	Group Accreditation & Compliance	Group Manager	Development of Guideline to support existing practices for academic student support
		Principal Executive Officer	CEO	
V1.1	19 September 2025	Group Accreditation & Compliance	General Manager, Group Quality, Accreditation & Compliance	Update to include reference to 'Greenwich Higher Education'