



STUDENT CONSULTATION PROTOCOL

Contact Officer	Student Affairs and Service Quality Manager
Date First Approved	6 January 2017
Approval Authority	Law Executive
Date of Next Review	Under Review

1. OVERVIEW

- 1.1. This protocol sets out the current practice and protocol in relation to the required availability of Faculty academics for student consultations. In addition to its low staff-student ratio and small tutorial sizes, the Faculty of Law takes pride in its culture of academic availability to students. This is one of the keys to its distinctive model of boutique legal education.

2. DEFINITIONS

Synchronous Happening at the same time (i.e. in real time). Examples may include face to face, online and telephone consultations.

3. THE PROTOCOL

50% Rule

- 3.1. All teaching members of staff will be available for synchronous consultations with students each week for at least 50% of their total weekly teaching time.
- 3.1.1. Consultation hours will ideally be spread over more than one day and may not be scheduled during University common meeting times (Wednesdays between 12:00- 2:00pm) or, in the case of tutors, during the lecture time for the relevant subject.
- 3.1.2. Consultation hours should be posted on or next to the staff member's office door and available on iLearn.
- 3.1.3. Unless there are exceptional circumstances, staff will be available for the full duration of their weekly consultation hours. This also applies when a booking system is used, irrespective of whether all appointments have been filled.
- 3.1.4. If staff are absent during the semester (e.g. on conference leave), they should notify students to let them know they will be unavailable during their normally scheduled consultation hours and advise of arrangements to "make up" missed consultation hours.
- 3.1.5. Sessional staff who perform their teaching obligations on one day can hold their consultations on that day.
- 3.2. Staff may restrict the time available for individual student consultations, especially during periods of high demand or where a student is placing unreasonable demands on the staff member's time. For example, staff may use sign-up sheets on their office door or on iLearn for students to book an appointment in the lead-up to the submission of an assignment or the end of semester examination.

Additional Consultations

- 3.3. Staff may allow additional consultations during peak times of the semester (e.g. the week prior to an assignment due date). However, staff are entitled to restrict appointments outside formal synchronous consultation hours to ensure interruption-free time for teaching preparation, research and administrative service.

- 3.4. In the period leading up to the end of semester examination, staff should be available during both their semester teaching hours as well as their consultation times, or equivalent hours.

Subject Coordinators/Tutors

- 3.5. Subject coordinators must be available to meet with all students about the subject assessment scheme, concepts raised in the lecture and other subject-related queries. Subject coordinators must not refuse to meet with students simply because they are not enrolled in that coordinator's tutorial groups.
- 3.6. Tutors and Seminar Leaders must be available to meet with all students enrolled in their tutorial groups or seminars.

4. RELATED POLICIES AND PROTOCOLS

Nil

5. RELATED GUIDELINES AND FORMS

Nil

6. MODIFICATION HISTORY

Date	Sections	Source	Details
6 January 2017	All	Version 1.0	Date of approval
6 January 2019	All		Previous review completed
28 October 2021	All		Date of last amendment
			Date of next review