

OFFICE HOURS AND CONSULTATION

Guideline Number:	FSD 3.07
Name of Guideline:	Office hours and consultation
Applicability:	All FSD staff
Contact Person:	Faculty Business Director
Guideline Status:	Approved
Date of approval:	30 September 2014
Date last amended:	1 February 2023
Date of next review:	31 December 2024
Related policies:	TLR 4.01 Assessment Policy COR 4.01 Student Support Policy

1. Overview:

All faculty staff teaching in a given semester are required to offer regular weekly office hours.

Consultation hours are set at a minimum of 4 hours per week.

2. Definitions

Nil.

3. The Guidelines

All staff must display a standardised schedule on their door showing class times, office hours and times when unavailable due to meetings or other obligations. Copies of this information must also be provided to the Executive Dean's office and Faculty Administration Officer.

If students class schedule clashes with the posted times then faculty must make themselves available for telephone contact and by appointment. Faculty should provide contact numbers or e-mail to students outside of the consultation hours.

Students should be informed that e-mails will receive a response within 48 hours, that is two working days, from the time of receipt. Students should also be informed that matters of academic substance should be dealt with during classes, office hours or via iLearn, and that e-mail correspondence should be limited to emergencies or urgent administrative or practical matters.

A staff member may choose to establish a greater level of on-line student communication. This would normally be undertaken via the subject iLearn site.

Student assignments should be submitted according to the instructions on each subject outline.