



GUIDELINES ON GOOD PRACTICE PROVISION OF ACADEMIC ADVICE TO STUDENTS

Date first approved: 22 December 2016	Date of effect: Autumn Session 2017	Date last amended: (refer to Version Control Table) 18 December 2020	Date of Next Review: 22 December 2019
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Supporting documents, procedures & forms:	Academic Advice to Students Policy Coursework Rules Coursework Student Academic Complaints Policy Higher Degree Research Student Academic Complaints Policy Records Management Policy		
Relevant Legislation & External Documents:	United Nations Educational, Scientific and Cultural Organization (UNESCO). (2002). The Role of Student Affairs and Services in Higher Education State Records Act, 1998		
Audience:	Public		

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1 Introduction/Background

1. This guideline supports the Academic Advice to Students Policy.

2 Scope/Purpose

1. In accordance with the Academic Advice to Students Policy, these Guidelines apply to academic advice provided to all current or prospective students of the University:
 - a. When applying for a course of study delivered by, or on behalf of, the University;
 - b. while studying at an Australian campus or education centres of the University or offshore; or
 - c. while undertaking study at the University within a virtual or online environment; or
 - d. while studying a UOW course or unit of study at UOW College;
 - e. while studying at the University while on student exchange, Study Abroad or undertaking a cross-institutional program; and
 - f. whether undertaking coursework or research.
2. This Guidelines do not apply to students studying at the University of Wollongong Dubai.

3 Definitions

Definitions relating to Academic Advice are detailed in section 2 of the Academic Advice to Students Policy.

4 Web Based Advice

1. The University should provide on the web information on courses and subjects including
 - a. Course Summary, Entry Requirements, Course Learning Outcomes and Course Structure, Course Duration, Majors and Specialisations (if applicable) and Fees Information.
 - b. Subject Information as per the Subject Database
2. The University should provide web based access to all University rules, codes, standards and policies affecting academic matters, which can be located on the UOW Policy Directory.
3. Future Students, the Graduate Research School and the Student and Accommodation Services Division should provide web based information for students on:
 - a. The process of seeking admission to the University, and
 - b. The process of enrolling at the UniversityBoth items should be located on the UOW Future Students website.
4. Faculties must provide web based information for students, both on the Current Students website (in cooperation with Student and Accommodation Services Division) and on their Faculty websites, on who to contact at their Faculty (including the location of these staff and the times at which these staff are available during sessions, study recess and exam periods, or the process for making appointments with these staff):
 - a. For general advice
 - b. For specialised advice



5. Information on the following topics should be made available to students:
 - a. Enrolling in tutorials/seminars/workshop/computer labs
 - b. Finding a lecture/tutorial room or office
 - c. What are lectures and tutorials, and when do they start
 - d. What are subject codes, credit points, core and elective subjects
 - e. What is a major and what is a minor study
 - f. What are prerequisites and co-requisites
 - g. Important deadlines
 - h. Credit transfer
 - i. Details on student professional experience programs
 - j. Who to see about enrolment, advanced standing, subject variations and other specialised academic advice matters
 - k. Subject outlines – what they are, what do they contain and how to obtain them
 - l. Academic integrity and plagiarism
 - m. Copyright
 - n. Where to get assistance with study
 - o. Student consultation hours
6. Student Handbooks prepared by faculties for students generally, or for specific cohorts, should contain up to date references to university policy documents and other relevant information such as that listed above at clause 4.5.

5 Student Enquiries Centres

1. Student Enquiries Centres (known in some faculties as Faculty “Centrals” and including the Graduate Research School and Student Central at the Wollongong Campus) should be available to students studying on the Wollongong Campus.
2. Students studying at campuses other than Wollongong campus, including those studying UOW Courses at transnational partner institutions should have access to a facility that offers services like those provided at the student access centre for the location.
3. Students should be advised on the faculty, campus or education centre website and in other information (such as subject outlines and enrolment information) of the following:
 - a. hours of operation (which should as closely as possible coincide with the hours of operation for the University),
 - b. which providers of general and specialised advice are available at the Student Access Centre or equivalent
 - c. services offered at the Student Enquiries Centre or equivalent, for example,
 - i. access to forms,
 - ii. submission and collection of assignments,



- iii. access to general advice,
- iv. scholarship enquiries,
- v. credit transfer enquiries,
- vi. student academic consideration enquiries,
- vii. arranging appointments with academic staff,
- viii. referral of students to appropriate specialised academic advice providers, and
- ix. referral of students to other relevant support and/or advocacy services, including:
 - o the Student Ombudsman,
 - o the Student Advocacy Officer(s) or
 - o the Student Support Advisor(s) for the faculty.

6 Access to Specialised Advice

1. Students requiring specialised academic advice require tailored advice that involves the exercise of judgment in the interpretation of facts and circumstances and the application of University policy documents to those circumstances.
2. Specialised advice may be in the areas including, but not limited to course or subject selection, enrolment, assessment requirements, credit transfer, student discipline matters, academic complaints or learning support.
3. Students should be able to access specialised academic advice in a timely way using the information noted in these guidelines to determine from whom such advice may be obtained and how and where to access the providers of such advice.
4. Faculties should ensure that alternative arrangements are in place in the event that a staff member who is designated to provide specialised academic advice is unavailable for a significant period.

7 Communicating Changes

1. Any policy changes which directly affect students should be brought to the attention of students through a variety of means including:
 - a. Using the New Policy Information area of the University Policy Directory
 - b. Advising students using the Current Students website
 - c. Notifying students using SOLSMail
 - d. Using UOW digital signage and the MyUOW app
 - e. Using local staff in the case of offshore programs.
2. Academic Quality and Standards Unit, Student and Accommodation Services Division and faculties will ensure that changes to UOW courses and subjects are communicated to students by timely updates to the Online Course Handbook information and the UOW Subject Database.

8 Record Keeping

1. Records should be kept of specialised advice given to students who are or have been enrolled, documenting the nature of the advice, to whom it was provided, by whom and on what date.



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2. Where practicable, it is recommended that students should receive a copy of any record of advice given.
3. Advice should be given directly to the student, not through an intermediary. Students should be aware that advice given to a third party or received via a third party is not official University advice; official University advice is given directly to the student.
4. Students should make and retain a record of any academic advice received, when it was received and by whom it was given.
5. If a student receives academic advice and acts against that advice then the student is responsible for the consequences of that action.
6. Where advice is given to a student, the record can be made directly on the student's record on the Student Administration Interface (SAI). If it is not possible to make such a record directly, the record should be made in written form and retained consistent with University record keeping obligations. It is good practice to provide a copy to the student.
7. Where specialised academic advice is provided to students during public and high activity periods such as during student enrolment, records may be made and retained using run sheets such as the example set out at Appendix 1.

9 Induction and Training

1. Faculties and Units/Divisions must ensure that staff are equipped to deal with enquiries through structured induction and development of staff providing general and specialised academic advice to students.
2. Faculties and Units/Divisions should provide ongoing training and development of staff, including ensuring that staff are provided with access to information on changes to University policies and practices that impact on the provision of academic advice.
3. Faculties and Units/Divisions should use a range of methods to monitor and confirm the capacity of staff to provide quality routine academic advice, such as monitoring student feedback (including complaints) relating to the quality of academic advice, surveying student satisfaction and monitoring issues identified in other University surveys such as the Student Experience Questionnaire.

10 Rights of Appeal

1. Faculties and the Student and Accommodation Services Division should make students aware of their right to lodge an academic complaint in response to any academic advice they receive that detrimentally affects their academic experience on the basis that the advice is not in conformity with the standards set out in this policy.



Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	Autumn Session 2017	Vice-Chancellor 22 December 2016	First Version. Previously an appendix of the Academic Advice to Students Policy.
2	18 December 2020	Deputy Vice-Chancellor (Education)	Administrative amendments to reflect divisional and faculty realignments.



Appendix 1 – Student Advice Run Sheet Sample

Student Advice Run Sheet – Enrolment Day – 17 February 2017

Student Adviser:

Student Name	Student Number	Issue	Advice
John Smith	3217445	<ul style="list-style-type: none">• Subjects• Course• Student Support• Intn'l• Other (specify)	Student interested in double major in international business and marketing. Discussed options and outlined limits of double counting of subject MGMT 302
Sani Hamid	3934579	<ul style="list-style-type: none">• Subjects• Course• Student Support• Intn'l• Other (specify)	Has wife with disability. Advised of option of registering under associate provisions with Disability Services. Referred to SSA.
Li Lin	3766782	<ul style="list-style-type: none">• Subjects• Course• Student Support• Intn'l• Other (specify)	Looking at transfer from MBA to MBus. Discussed scope for use of MBA subjects to fulfil core and elective requirements, and outlined compulsory subjects in MBus. Explained process of course transfer. Will need change to COE as International Student. Referred to Student and Accommodation Services Division for Application to Vary Course Registration form.
Aliesha Davies	3999111	<ul style="list-style-type: none">• Subjects• Course• Student Support• Intn'l• Other (specify)	Dean's Scholar – seeking information on support for program. What is value of the text book voucher? Advised it depends on number of subjects. Gave advice on upper limit per year, pro-rata depending on subjects undertaken.