

UC Policy Library

Academic Advising Policy

Last Modified	February 2024
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Approval Authority	Deputy Vice-Chancellor (Academic)
Contact Officer	Dean (Academic Success) – Office of the Deputy Vice-Chancellor (Academic)

Introduction and Scope

Academic advice refers specifically to advice about programmes of study and academic regulations and policies.

Academic advising is critical to student success and contributes to retention, progression, and timely completion of qualifications. This policy sets expectations to ensure that students receive accurate and consistent academic advice from formal channels including the University website, and from university staff with appropriate training, the relevant expertise, and the appropriate authority.

This policy does not include advice relating to fees, StudyLink entitlements, enrolment processes, student services and student support, computer use, library use or parking, etc; nor advice about academic career planning, except where this is defined by programme regulations.

Definitions | Tautuhinga

Academic advice - refers to advice about any matter pertaining to the programme of study of an individual student or class of students which is governed by University regulations and policies, including:

- [University Regulations \(University Regulations website\)](#)
- [Academic policies \(University Policy Library website\)](#) (including such matters as academic appeals; assessment requirements; conduct of examinations; intellectual property policy, etc.)
- Course schedules and degree regulations.
- Scholarships regulations and regulations for prizes.
- Fees where these are a component of academic regulation or policy.

- Admission requirements.
- Academic dishonesty

Academic advising – refers to an intentional engagement between an academic advisor and a student for the benefit of the student. It involves understanding the student’s academic intentions, unique needs and challenges and responding with appropriate guidance to empower the student’s decision-making. Academic advising may also include informing students about support services and development opportunities available to enhance their university experience, skill development and wellbeing while studying.

Academic advisor – refers to **academic student advisors** and **academic staff** who provide academic advice. Academic advisors include academic staff with supervision and/or course coordination responsibilities, and professional staff in specific roles with delegated authorities, relevant experience, and appropriate training. Academic advisors are qualified to provide advice and information on course content, programme/qualification structure, and related University regulations.

Kaitoko – refers to a subset of **academic student advisors** who hold specific roles (e.g. first year, UC Online and Te Kura Tāura academic advisors).

Official advice – refers to information given by an authorised member of staff in their official capacity, e.g. university admission advice given by the Future Student Advisors. Appendix 1 includes a list of roles authorised to provide academic advice.

Principles

Academic advice should be:

- Accessible and available to students in a timely manner.
- Accurate and provided directly to students by university staff with up-to-date training, relevant expertise, and the appropriate authorisation.
- Ethical, impartial and consider students’ best interests.
- Sufficiently detailed to enable students to make informed decisions about their programmes of study.
- Cognisant of the wider needs of students and include referral to other specialists and support services where appropriate.
- Clearly communicated to students.
- Well documented in approved university systems for future reference.

Policy Statement | Kaupapa Here

Responsibilities

The Office of the Deputy Vice Chancellor Academic is responsible for:

- Facilitating the development and quality assurance of student-centred, institution-wide advising frameworks, guidelines, systems and practices reflecting UC’s

values.

- Supporting the adoption of university-wide digital systems to enable student-centred academic advising services and record-keeping.
- Coordinating induction and on-going professional development for professional staff providing academic advice to ensure currency with regulations, policies, and relevant supports and to promote consistent practices.
- Providing information to students on advising services and how to access them.
- The provision of advising services for first year students.

Faculties, schools/departments and other organisational units are responsible for ensuring:

- That academic advice is provided by people who have the relevant expertise and authorisation to do so, and who have current knowledge of the range of academic regulations, policies and processes, and related support services available to students.
- Advising processes, record-keeping and systems are consistent with the institution's advising frameworks, guidelines, systems and practices.
- Accurate and accessible information is provided about their school/department or unit's programmes of study on the formal UC website.

Students are responsible for:

- Familiarising themselves with the regulations governing the qualification/s for which they are enrolled, and the general academic regulations of the University.
- Proactively seeking advice when they need further information, clarification, or support before making an academic decision (eg, enrolment).
- Choosing their course of study in accordance with the regulations and considering advice provided to them.
- The consequences of their actions if they receive academic advice and act against that advice.
- Disclosing relevant information to an advisor which might have an impact on the advice received, and bearing the consequences of any inappropriate advice if they fail to do so.
- Completing the appropriate processes to change or withdraw from courses.

Complaints and Appeals

Where a student wishes to raise a concern or complaint regarding academic advice received, or academic advising processes, they should request a review of the matter from the decision-maker. If the matter is not resolved then they should refer to the [University of Canterbury Student Complaint Procedures](#).

Where a student is disadvantaged as a consequence of acting on academic advice taken in good faith, the student may apply to the Deputy Vice Chancellor Academic for

relief of hardship due to a misinterpretation of regulations by a staff member. If this is declined, then a student may appeal under the Appeal Regulations. In such instances all records of academic advice which has been given must be made available to the person or committee hearing the appeal.

Related Documents and Information | He kōrero anō

Legislation | Whakaturetanga

- [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 \(NZQA website\)](#)

UC Policy Library | Te Pātaka Kaupapa Here

- [Information, Records and Data Policy](#)
- [Research Student Supervision Policy](#)

UC website and Intranet | Te Pae Tukutuku me te Ipurangiroto o UC

- [Academic Administration Regulations](#)
- [Academic Appeal Procedures Guide for Students](#)
- [Appeals Regulations](#)
- [Te Kura Tāura | UC Graduate School Research Masters Students \(Policies, Regulations and Forms\)](#)
- [Te Kura Tāura | UC Graduate School Doctoral Students \(Policies, Regulations and Forms\)](#)
- [UC Policy Library \(University Policy Library website\)](#)
- [University of Canterbury Student Complaint Procedures.](#)
- [University Regulations \(University Regulations website\)](#)

Appendix

- [Appendix – Key Advisors](#)

Document History and Version Control Table			
Version	Action	Approval Authority	Action Date
<i>For document history and versioning prior to 2013 contact ucpolicy@canterbury.ac.nz</i>			
1.00	Conversion into new document format	Policy Unit	Sep 2013
1.01	AVC(A) changed to DVC(A) in line with current title changes.	Policy Unit	Oct 2013
1.02	A/A changed from Chair, Academic Board to DVC(A&I).	Policy Unit	Mar 2014
1.03	Hyperlinks updated	Policy Unit	Jun 2014
2.00	General formatting	Policy Unit	Jun 2014
2.01	Review date pushed out	Policy Unit	Sep 2014
3.00	Scheduled review by Contact Officer.	Policy Unit	Apr 2015
3.01	Contact Officer details updated.	Policy Unit	Jun 2015
3.02	'Faculty' references removed to reflect College-Faculty merger; scheduled review date moved to June 2017 to align with regulations review.	DVC(A)	Jun 2016
4.00	Scheduled review, minor changes to reflect revised Regulations	AVC(A)	April 2018
5.00	Scheduled review with changes to reflect new structures, services and technologies.	AVC(A)	October 2023
5.01	Replacing missing section on Complaints and Appeals & updating hyperlinks.	AVC(A)	May 2023

Appendix

Issue	Key Advisors
University admission and first year entry.	Future Student Advisors
General information about programmes.	Future Student Advisors Faculty Marketing and Outreach Coordinators Academic Service Managers Academic Student Advisors Kaiurungi Māori and Pacific Student Advisors Heads of Departments/Schools Programme Convenors.
Specific information about individual programmes and courses (including curriculum content; “in-house” policies on academic matters, such as assessment or practical requirements).	Heads of Departments/Schools (including Student Transitions and Engagement) Programme Convenors Academic staff who teach those courses
Information about awards (degrees, and certificates and diplomas; including information about credit transfer, entry to professional programmes, completion requirements and professional accreditation or registration requirements.	Associate Deans Academic Academic Service Managers Academic Student Advisors
Information related to General Course and Examination Regulations, credit transfer and general academic policies.	Associate Deans Academic Academic Service Managers Academic Student Advisors
Information about master’s thesis study.	Associate Deans Academic and/or Research Dean of Postgraduate Research Department/School Postgraduate Coordinators Te Kura Tāura Kaitoko Academic Service Managers Academic Student Advisors Thesis Supervisors
Information about doctoral thesis study (including supervision, intellectual property issues; examination).	Dean of Postgraduate Research Department/School Postgraduate Coordinators. Te Kura Tāura Kaitoko Thesis Supervisors
Information about university or national scholarships.	Dean of Postgraduate Research Scholarships Advisors Future Student Advisors (for undergraduate scholarships).

Information about Faculty scholarships.	Associate Deans Academic and/or Research Heads of Departments/Schools or delegates Department/School Postgraduate Coordinators Scholarships Advisors Future Student Advisors (for undergraduate scholarships). Academic Service Managers Academic Student Advisors
Information about Department/School scholarships.	Heads of Departments/Schools or delegates Department/School Postgraduate Coordinators Scholarships Advisors Future Student Advisors (for undergraduate scholarships).
Information about eligibility to graduate.	Graduation Coordinator Associate Deans Academic Academic Service Managers Academic Student Advisors