



Learning Policy

Policy

Swinburne Open Education (RTO 3059) provides students with access to contemporary learning opportunities, enabling them to develop industry specific knowledge and skills along with broader employability skills. Swinburne Open Education supports students through real time and indirect academic support methods.

The Swinburne Open Education learning and academic support model operates compliance with the requirements of the *Australian Qualifications Framework (AQF)* and the *Standards for Registered Training Organisations (RTOs) 2015*.

Purpose

The purpose of this policy is to ensure that Swinburne Open Education learning systems, approaches and academic support services complies with the requirements of Standard 1 of the *Standards for Registered Training Organisations (RTOs) 2015*.

Scope

This policy applies exclusively to the learning and academic support services provided by Up Education Online on behalf of Swinburne Open Education (RTO 3059) in accordance with the established partnership agreement.

Responsible Officer(s)

The Online Campus Director is responsible for ensuring compliance of the learning approaches and that all academic support practices comply with the requirements of the Learning Support Procedures.

Director of Learning Development is responsible for ensuring learning content complies with the requirements of Standard 1 of the *Standards for Registered Training Organisations (RTOs) 2015*.

Review and Improvement

This policy and associate procedures are subject to regular review and improvement through Continuous Improvement processes as described in the Continuous Improvement Policy and Procedures.

Learning Procedures

1. *Learning Philosophy*

The Swinburne Open Education adopts a philosophy that learning is:

- Accessible,
- Flexible with study options to fit around life commitments,
- Relevant and contemporary.

2. *Learning Model*

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The Swinburne Open Education learning model is defined as online, self-directed learning. The learning platform provides access to online native content via multiple devices including desktop and mobile. Online self-directed learning supports the needs of mature aged students. It enables students to personalise and optimise their study time and learning experience. The delivery model allows the flexibility for the student to choose the days of the week and the time of the day that they can study in. The Learning Platform includes opportunities for students to attend live sessions for support or view the recordings at times that suit their own schedule instead. Students are required to engage in discussion forums or correspond with their trainer via the Learning Platform messaging centre as needed to attain support. Students completing self-directed learning are required to commit a minimum of 14 to 23 hours per week of study per week to complete their qualification within the required course duration. Hours of study per week may vary from Learner to Learner based on each individual's level of industry knowledge and experience.

Swinburne Open Education's Learning Platform provides a wide range of services that are essential for your learning experience. Through the platform, you are able to:

- Access learning materials and assessments,
- Engage and interact with Trainers through the Message Centre,
- Participate in tutorial/webinar sessions,
- Participate in student forums,
- Undertake and upload assessments,
- Access assessment grades and feedback, and
- Access student support services.

Given the complexity and intricate requirements stated within units of competency undertaken in Swinburne Open Education courses, *will require Students to attend appointments with Education Delivery staff and other students within times allocated by Swinburne Open Education.* Students will be required to make themselves available for these appointments to successfully meet the assessment requirements of their course.

Students that are in courses with a work placement component must carefully review the Structured Workplace Learning and Assessment Guidelines for their course. This is to ensure that the student has understood the work placement requirements and determine whether they will be able to meet all the Assessment requirements outlined for their qualification. Work Placement is arranged based on the Host Organisations availability to take on students. Students must prepare for work placement in advance and ensure that they are able to meet the scheduling requirements of the Host Organisation. Students cannot assume that a workplace will meet the eligibility requirements of the course until approved by Swinburne Open Education Education Delivery

staff. For more information please refer to Page 10 Structured Workplace Learning and Assessment

3. *Academic Support*

Academic support is defined as the support available to students that is provided by Swinburne Open Education Trainers.

Students are provided access to academic support in relation to:

- Course and content related matters,
- Course forum content and moderation,
- Reasonable Adjustment,
- Live Q and A sessions / Recorded Webinars
- Assessment queries.

Academic support is distinct from:

- Assessment grading and feedback on assessment performance,
- Work Placement Support, and
- Administrative Student Support.

Real time support.

Each module has a dedicated Trainer assigned to assist students with queries. The Trainer is available to provide support via:

- Email via the Learning Platform Message Centre
- Video chat or Phone Call via appointment

For further information regarding support offered please view page 16 of the Student

Handbook. Students choose the engagement method and suitable time to engage in real time support. Indirect support.

Swinburne Open Education also provide indirect academic support through:

- Forum posts and moderation,
- Case managed queries within the learning platform.

For indirect support queries, students submit a query via the learning platform.

- The allocated Trainer responds to the query within the learning platform within 2 to 3 business days.
- Where the query is not actionable within 2 to 3 business days, the query will be escalated to the Program Manager for action.

4. *Trainer and Assessor qualifications and skills*

Swinburne Open Education engages industry qualified Trainers and Assessors to support students throughout their studies.

Trainers and Assessors must:



- Possess current, relevant skills and knowledge in the industry area(s) they are engaged to provide Academic Support and Assessment services for,
- Hold and maintain current adult education qualifications as specified by the *Standards for Registered Training Organisations (RTOs) 2015*,
- Engage in ongoing professional developing in relation to:
 - The specific industry area(s) and vocational occupation(s) they are providing Academic Support and Assessment services for,
 - Vocational training, learning and assessment,
 - Digital literacy and online learning practices.