

## 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 Head of Faculty is responsible for ensuring compliance of the learning approaches and that all academic support practices comply with the requirements of the Learning Support Procedures.

Head of Course 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*

The Swinburne Open Education learning model is defined as online, self- learning. The learning platform provides access to online native content via multiple devices including desktop and mobile.

Each course includes Learning Modules, which are broken down into topics and subtopics specific to the module. Each module includes a range of learning styles including written text, diagrams, instructional videos and formative activities that provide students with instant feedback.

Some courses include Structured Workplace Learning whereby the student participates in a real workplace to practice and develop course skills directly transferable to the workplace.

Through the learning platform, students:

- Access learning materials and assessments,
- Engage and interact with Trainers,
- Participate in student forums,
- Undertake and upload assessments,
- Access assessment grades and feedback, and
- Access student support services.

Learning is supported by Real Time and Indirect Academic support from industry qualified Trainers.

### 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,
- Tutorial sessions,

- Assessment queries.

Academic support is distinct from:

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

Real time support.

Students are assigned a Trainer at the beginning of each Module of Learning. The Trainer is available to provide real time support via:

- Online chat,
- Email,
- Video chat,
- Phone.

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 leaning platform.

- The allocated Trainer responds to the query within the learning platform as soon as possible and within 2 working days.
- Where the query is not responded to within 2 working days, the query will be escalated to the Head of Faculty 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.