Kaplan Professional
Learning Facilities and Resources Policy

Vocational Education

Scope

This policy is applicable to Kaplan Education Pty Ltd trading as Kaplan Professional (referred to as 'Kaplan Professional'). This Policy applies to all staff, students, contractors and visitors that may be involved in the design, implementation, monitoring and evaluation of any training and assessment activity made available for learning purposes to vocational education students at Kaplan Professional.

This policy also applies to all staff or contractors who are responsible for the currency and maintenance of Kaplan Professional's learning facilities and resources.

Purpose

The Learning Facilities and Resources Policy:
- provides information to students about Learning facilities, technologies, resources and educational support.
- supports the training and assessment policies.
- promotes a sustainable and flexible Pedagogical approach to online learning.
- provides timely resources necessary to complete qualifications, courses and units of competency.
- promotes effective interactions between students and staff, and between students.
- facilitates educational innovation.

Policy Statement

Kaplan Professional is dedicated to offering a rich and supportive online learning environment:
- supported by Facilities, Technologies and Resources
- supporting the students' training and assessment needs
- maintaining ongoing compliance with all applicable legislative and regulatory requirements.

Definitions

The following terms and definitions are applicable to this policy.

Artificial Intelligence (AI)	Artificial intelligence (AI) tools, including chatbots such as ChatGPT, are defined as computer programs that are designed to simulate human intelligence, including but not limited to natural language processing, decision making and the production of content.
Copyright liaison officer	means the person appointed by Kaplan Professional to assist the National Manager, Copyright Compliance and Information Resources in the implementation and administration of the Copyright Framework.
Kaplan content	means material developed by a Kaplan employee or contractor for the purpose of training and assessment. This includes but is not limited to topics, tutorial and workshop materials, written and oral assignments, exams, quizzes, and other material where a Kaplan employee or contractor will not be infringing copyright or licensing agreements by distributing the material to enrolled students.

Learning facilities	A facility can be a physical building (location) that is used for the training and assessment. Alternative, a facility can be online where the students and trainers/assessors may participate in training and assessment from any location in Australia.
Learning resources	means physical and online resources that are needed to enable students to achieve the learning outcomes of their vocational course. It comprises the sum of topics, digital resources, student handbook, further readings, software subscriptions, Third party and licensed material as well as educational support provisions. Learning resources may be Supporting resources (e.g., Student Handbook) or Training and assessment resources to a subject with units of competency (e.g., Topics, Videos, Exam Diagnostic Tool).
Learning technologies	means the application of technology for the enhancement of training and assessment. This may include computer-based learning and multimedia materials and the use of networks and communication systems to support learning.
Mode of delivery	means the method adopted to deliver training and assessment, including online, distance, or blended methods.
Supporting resources	comprises content that supports and extends a student's learning or understanding. It is not content that the student must engage with to successfully complete the assessment tasks.
Pedagogical	The way training and assessment are planned and delivered to help students learn new skills and knowledge.
Practitioners	Are contracted professionals who work in industry and are contracted to tutor, assess, facilitate and/or write content and assessment on behalf of Kaplan Professional.
Third party and licensed materials	comprises material for which the copyright is held by a Copyright Holder other than Kaplan or obtained through a service aggregator and for which the requirements of Australian copyright law or licencing agreement with the aggregator service must be adhered to.
Training and assessment resources	means all essential learning resources that a student must engage with during their qualification/course to successfully complete the requirements of the units of competency. This includes Kaplan content, third party copyright and licenced material, information, tasks and activities.

Policy Principles

Online mode of delivery

Kaplan Professional's online mode of delivery provides:
- the flexibility to enrol and start at any time.
  - Students enrol and study whenever it suits their work schedule. Students may enrol by phone, online or be enrolled by their employer.
  - There are no physical training facilities. All training and assessment services are online.
  - No third party providers are used for training and assessment.

- the flexibility to study anywhere.
  - Students may use desktop, laptop or mobile devices to study wherever they have access to the Internet in Australia. This is an advantage for students who are working in industry.
  - There are no work placements for the qualifications and units of competency on scope.

- trainers and assessors (practitioners) who engage with students in the online learning system include:
  - Tutors who are contracted trainers/assessors who respond to student questions on the *Ask Your Tutor* online forum within 24 hours.
  - Tutors who are contracted trainers/assessors who lead live tutor sessions via online webinar for students to ask questions.
  - Assessors who are industry professionals who assess student assignments and provide feedback.
  - Facilitators who are industry experts and facilitate workshops at the request of corporate clients using the online learning system.
  - Subject matter experts who respond to technical questions and write new versions of qualifications.
  - Exams that are invigilated over online video platforms since no physical examination rooms exist.

Diversity, inclusion and equity in the provision of learning and support services

Kaplan Professional develops qualifications that:
- respond to the diversity of learning needs and experiences that characterise the student population.
- demonstrate a commitment to student centred learning and the development of lifelong learning skills.
- maximise opportunities for interaction and communication.
- provide an appropriate mix of Learning facilities and technologies that enable equitable access to Learning resources and appropriate educational support for all students.

Decisions regarding the technological resources provided are vested with Kaplan Professional , in collaboration with Kaplan's Information Technology Department – refer to the *Kaplan Information Technology Change Management Policy*.

A cooperative approach amongst subject matter experts, learning designers, and other stakeholders with acknowledged expertise is encouraged for the management and enhancement of learning facilities, technologies, learning resources and educational support.

A systematic review process is embedded into qualification and course development to reflect upon and incorporate student feedback and educational priorities for continuous improvement of Kaplan's learning facilities, technologies, learning resources and educational support.

Risk management is managed and documented by the Risk Committee, the Management Meeting and the Quarterly CEO VE Update.

For more information on access and equity, see the *Access and Equity Policy.*

Online student support

Kaplan Professional provides a variety of online options for students who are seeking support services.

Retail Vocational Education	Corporate Vocational Education
New students P: 1300 662 203 E: courseadvice@kaplan.edu.au **Current students** P: 1300 662 203 E: mail@kaplan.edu.au **Online chat** is available from every VE course page at: https://www.kaplanprofessional.edu.au/	P: 1300 728 505 E: corporatesolutions@kaplan.edu.au W: https://www.kaplanprofessional.edu.au/

Learning resources and facilities – Online learning system

Wherever possible, Kaplan Professional's Learning technologies shall be made available to the student population via "KapLearn", the Learning Management System (LMS), and are appropriately supported to ensure that staff and students are provided with the necessary resources to deliver excellence in relation to the training and assessment goals of Kaplan Professional. These online resources and facilities include:

System	Purpose
KapLearn	KapLearn is the Learning Management System (LMS). In KapLearn, vocational education students review their self-study topics, ask questions on the *Ask Your Tutor* forum, access Learning resources and upload their assessments. Assessments include written assignments, oral assignments, quizzes and online supervised exams. Oral assignments may be by audio recording or zoom, depending on the requirements of the course. If recorded, students are required to select appropriate confidential locations for recording. Practitioners will access KapLearn to download students' assessments, upload marked assessments, record assessment results and provide feedback to students. Students may request an online individual tutor session on Zoom or equivalent for direct contact with a trainer/assessor to address learning needs. KapLearn is also used for Higher Education and non-accredited courses.
Website	The Kaplan Professional website (https://www.kaplanprofessional.edu.au/) provides information for students about vocational education qualifications. Students can find support by phone, chat, email or social media, for which there are directions on the website.

Access and use

The Learning technologies on the LMS will be available to staff involved in the delivery of training and assessment; and to students enrolled in a vocational education subject.

Access to Learning technologies on the LMS by staff and students will:
- Be subject to any applicable licencing agreements and hosting arrangements.
- Require appropriate authentication and authorisation of users (by an approved Kaplan ID).

When using Kaplan Professional Learning technologies, students and staff are required to behave in a courteous and respectful manner according to and in compliance with applicable laws (such as privacy, copyright and cyber-bullying); along with any applicable Kaplan policy (such as the Kaplan IT Acceptable Use Policy).

Management

Kaplan Professional provide a robust and reliable service for Learning technologies. In accordance with accepted commercial guidelines, Kaplan Professional will endeavour to provide a service that is available 99.7% of the time, excluding scheduled outages.

- Unforeseen circumstances
    - Kaplan Professional recognises that technology failure is unavoidable and will advise staff and students to consider this when undertaking their work. In the event of unscheduled outages due to extreme or unforeseen circumstances, Kaplan will ensure students receive the moderation of grades or some other type of intervention, such as extensions or opportunities for resubmission of assessments. The appropriate remedial action will be determined on a case-by-case basis and approved by the Chief Executive Officer or their delegate.

- Resources
    - will be provided by Kaplan Professional for the development and maintenance of the LMS to ensure a reliable and robust platform for training and assessment activities.
    - will be provided by Kaplan Professional to train and support staff and students using the LMS (and its associated applications) to ensure that they are capable of its use.

New Learning technologies will be added to the LMS, and outdated technologies retired, based on demonstrated need and the availability of sufficient resources to properly manage and maintain them.

In KapLearn, there is no timetable for a specific cohort, because Kaplan offers rolling enrolments. This means that students can start at any time and follow a personal timetable using their study plan. The Training and Assessment Strategies for each qualification/course outline the Learning resources required for students who are working in industry and for those who are not working in industry. Online learning resources are available in 'subject rooms' for qualifications and courses with units of competency, regardless of the location of the student or the volume of students studying the same subject.

Facilities, learning resources and equipment are identified and reviewed during training product updates. The key selection criteria for Kaplan content includes access to the following:
- Quality resources with a proven track record as demonstrated in student and assessor feedback.
- Maintaining toolkits that simulate a workplace of the AQF qualification, skill set or course so that students who are not working in industry are able to complete the course.
- Developing resources to meet new requirements such as training package updates and industry requirements change.

Safety and access with online resources are addressed as follows:
- The Academic Operations and Engagement team monitor Ask Your Tutor forums daily to ensure online etiquette and safety is maintained.
- The VE Student Services team provide support for students if there are any issues with access to the LMS (KapLearn) and escalate any grievances and complaints to the Student Resolutions team.

Kaplan Professional develops all online content, resources and assessment internally.

Kaplan Professional does not have work-integrated learning, work placements or other community-based learning in the VE courses open for enrolments on the Kaplan Professional website.

As part of Kaplan Professional's online Mode of delivery, Learning resources are provided online in KapLearn. Kaplan provides Training and assessment resources and Supporting resources for vocational education.

Supporting resources

General Learning resources are available to all students, regardless of their subject enrolment/s. Examples include:

- Student Handbook
- Weblinks to contact details for education and support services offered to students.
- Study support webinars, for example on study skills or Ask Your Tutor Forum etiquette
- Exam support tool
- Exam booking tool.
- Oral assignment support tool.

Training and assessment resources

Learning resources are specific to a subject in KapLearn. Examples may include:

- Individual online tutor sessions with a trainer/assessor - Topic notes - Interactive modules - Apply your knowledge (AYK) questions. - Review questions - Ask Your Tutor (AYK) discussion forum. - Online practice exam - Online supervised exam Written and oral assignment upload feature	- Quizzes - Study Plan - Your competencies - Glossary of terms - Useful weblinks - Videos for mathematical concepts - Exam preparation tool - Tool kits of simulated workplace resources - Oral assignment support tool.

The list of Learning resources above is not exhaustive. These lists will and should change over time as continuous improvement is made to qualifications and courses. These Learning resources are managed as follows:

Student Handbook	The Student Handbook is a general learning resource which guides students who are studying Vocational Education courses at Kaplan Professional. It includes: - Background to Kaplan Professional - Overview of VE courses - Obligations of Kaplan Professional and students - Entry requirements - Credit Transfer and RPL - Student policy weblink - Enrolment - Student support - Online learning - Student Portal

	• Accessing KapLearn (LMS) • Assessments • Certificates • Study tips • Continuing education The Student Handbook directs students to other Learning resources and Educational support services. It is updated annually.
Training and Assessment Strategies (TAS)	A TAS is maintained for each qualification, skill set and unit on scope. The TAS provides a comprehensive list of general and specific Learning resources for a qualification or course tailored to the online Mode of delivery and characteristics of the students. For more information, see the Training and Assessment Strategy Policy.
Asset Register	The Academic teams maintain an asset register of specific Learning resources for each of the items on Kaplan Professional's cope of registration. It is based on the TAS documents for all qualifications and courses including units of competency.

Artificial Intelligence (AI)

Kaplan Professional provides guidance to students and staff on the use of AI. This guidance includes the appropriate use and inappropriate use of AI in assessments.

Kaplan Professional has made it a priority to review current trends in AI and where it may be used in training and assessment resources in the future.

Maintenance of learning resources

All Learning resources for a vocational qualification or course are:

- defined in a TAS. The TAS documents are reviewed when there is a change in a training package or when perishable data such as legislation changes.
- aligned with the requirements of the units of competency and reflects the appropriate Australian Qualification Framework (AQF) level
- aligned to the Diversity, Inclusion and Equity Policy to maximise accessibility and inclusion for all students irrespective of their mode of study and/or special needs
- provided in formats that are appropriate to the type of qualifications and courses that are to be studied
- reviewed as part of the Validation and Moderation Schedule to ensure that the Learning resources are relevant to the requirements of the units of competency
- listed in the Academic team Asset Register.

The version of Learning resources released to students will be stored and managed via Kaplan Professional's centralised LMS, KapLearn.

All Kaplan Professional Learning resources comply with copyright legislation and third-party licensing agreements.

Learning resources may be adapted and released to meet the needs of students with accessibility requirements or students with a disability, providing that these adaptations are appropriate for the content, the discipline and/or the learning objectives. Decisions on adaptations must be based upon compliance with relevant regulations and/or legislation and made in consultation with:

- the Resolutions Manager
- Head of Student Experience
- a senior member of the Academic leadership team
- the National Manager, Copyright Compliance and Information Resources.

For more information see the Access and Equity Policy.

Branding and copyright

All Kaplan training and assessment must be consistent with the Kaplan style and branding guidelines, as well as the Kaplan Copyright Policy. To maintain consistency, the use of cascading and standardised templates is strongly recommended.

All Third-party copyright and licenced material must be approved by a Kaplan Copyright Liaison Officer.

Recordkeeping

See the Student Record Retention Policy for information on how Kaplan Professional retains all student records.

Complaints and Appeals

Any complaint or appeal in relation to the implementation of this policy will be managed in accordance with the Complaints and Appeals Policy and Procedure located on the Kaplan Professional website.

Relevant Legislation

As a registered education provider, Kaplan operates under strict legislation and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below.

- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Outcome Standards for RTOs 2025 Standard 1.8

Related Policies

This policy should be read in conjunction with the following Kaplan policies and documents:

- Assessment Policy
- Continuous Improvement Policy
- Copyright Policy
- Access and Equity Policy
- Health and Safety Policy
- Information Technology Acceptable Use Policy
- Privacy Policy
- Support for Students Policy
- Student Record Retention Policy
- Training and Assessment Strategy Policy
- Validation and Fit for Purpose Policy.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this Policy.

Policy Category	Academic
Responsible Officers	General Manager, Academic Content Development
Implementation Officers	Head of Academic Engagement, Manager/s Academic Content, Manager Multimedia and Design
Review Date	June 2028
Approved by	
Policy Committee	

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Quality, Regulations and Standards team	New policy to outline compliance requirements for managing online learning facilities and resources	10.11.2021	17.11.2021
1.1	Quality, Regulations and Standards team	Immaterial change to Sydney head office location	07.06.2022	07.06.2022
2.0	Quality, Regulation and Standards team	Update with Standards for RTOs 2025	3.07.2025	14.07.2025