

Learning Facilities and Resources Policy

Scope

This Policy applies to students, staff, visitors and contractors that may be involved in the design, implementation, monitoring and evaluation of any learning activity that is made available to students at Kaplan Higher Education (hereby referred to as “Kaplan”).

This Policy also applies to all staff and contractors who are responsible for the currency and maintenance of all Kaplan learning facilities.

Purpose

This Policy, and the associated procedures, are intended to promote the delivery of a quality curriculum and flexible and inclusive approaches to teaching, learning and assessment designed to:

- Establish a shared understanding of Learning Facilities, Technologies, Resources, and Educational Support in the context of Kaplan;
- Support the learning and teaching and assessment policies of Kaplan;
- Provide a timely signal reference point for resources necessary to complete a subject or course;
- Promote effective learning interactions between students, as well as between staff and students;
- Facilitate educational innovation.

Policy Principles and Standards

This Policy is underpinned by the following principles:

Kaplan recognises that the curriculum, at both a subject and course level, should be designed and developed to:

- Respond to the diversity of learning needs and experiences that characterises the student population;

- Demonstrate a commitment to student centred learning and the development of lifelong learning skills;
- Encourage the development of learning communities within and between student groups and staff by maximising 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.

Kaplan aims to ensure that students are given equitable and inclusive access to learning technologies and have access to opportunities to acquire knowledge and skills in the use of learning technologies provided by Kaplan. Decisions regarding the technological resources provided are vested with Kaplan, in collaboration with Kaplan's Information Technology Department – refer to the *Kaplan Information Technology Change Management Policy*.

A cooperative approach amongst curriculum designers, e-learning and technology experts, and other stakeholders with acknowledged expertise is encouraged for the management, enhancement and delivery modes of learning facilities, technologies, learning resources and educational support.

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

Risk management procedures have been taken into consideration and documented in *Kaplan's Business Continuity Plan*.

Policy Application – Learning Facilities

Kaplan is committed to designing and maintaining learning facilities that support and enrich the student experience, provide state of the art teaching, learning and assessment activities, and ensure inclusive and culturally responsive student engagement that assists students in succeeding in their academic studies at Kaplan.

Allocation of Space

Kaplan's physical spaces are allocated for the purpose of curriculum development, review and online delivery, as well as other essential purposes, including:

- Learning engagement
- Cooperative group work and student project work

- Lecturer -student consultations
- Access to technology such as computers
- Private study
- Student exam delivery; and
- Student and general administration

Kaplan's physical space allocation is administered by the Chief Executive Officer of Kaplan Higher Education, in collaboration with Kaplan's Office Manager.

Space will be allocated on the basis of need and is subject to periodic review involving stakeholder consultation and where possible reallocation is required to Kaplan's strategic priorities at the direction the Chief Executive Officer of Kaplan Higher Education.

A *Register of Learning Facilities and Resources* is maintained by the Head of Learning and Delivery or equivalent and is reviewed on an annual basis to ensure that the level of facilities available meet the requirements of the student population and is aligned with the current Kaplan strategic plan.

Requests to alter the use of any physical space must be submitted to the Kaplan Office Manager. Requests will be considered, taking into consideration factors such as:

- Health and Safety Requirements;
- Educational needs;
- Availability of similar space nearby;
- An assessment of the implication of the potential loss of the original space on the operations of Kaplan; and
- Strategic operational needs and requirements.

Access and Security of Space

Kaplan balances the need for students, staff, visitors and contractors to be able to access facilities in a full and useful manner, with the need to appropriately secure the premises.

All students, staff, visitors and contractors must assist Kaplan with physical security responsibilities at all times when directed.

Emergency services are permitted to enter Kaplan premises:

- in response to a call for assistance from staff, students or a member of the public;
- in an emergency situation; and
- as part of their commitment to community safety and Kaplan's work place health and safety policies.

Policy Application – Learning Technologies

Wherever possible, Kaplan's learning technologies shall be made available to the student population via the "Kaplearn" Learning Management System (LMS), a customised Moodle based system, and will be appropriately supported to ensure that staff and students are provided with the necessary resources to deliver excellence in relation to the learning and teaching goals of Kaplan.

Access and Use

The learning technologies on the LMS will be available to staff involved in the delivery of learning and teaching; and students enrolled in an approved Kaplan unit of study.

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 Learning Technologies, students and staff are required to behave in a courteous and respectful manner according to *Kaplan's Code of Conduct*, 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 will provide a robust and reliable service for learning technologies. In accordance with accepted commercial guidelines, Kaplan will endeavour to provide a service that is available 99.7% of the time, excluding scheduled outages.

Kaplan 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 are advantaged via 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 Academic Dean or his/her delegate.

Resources will be provided by Kaplan for the development and maintenance of the LMS to ensure a reliable and robust platform for learning and teaching activities.

Resources will be provided by Kaplan for the provision of training and support to staff and students using applications on the LMS to ensure that both staff and students are capable in the use of the LMS and any associated applications.

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

Policy Application – Learning Resources

All learning resources for a subject or course are:

- Accurately aligned with Kaplan's graduate attributes, learning outcomes and reflects the appropriate Australian Qualification Framework (AQF) level;
- aligned to the *Diversity, Inclusion and Equity Policy* to maximise accessibility to all students irrespective of their mode of study and/or special needs;
- provided in formats that are appropriate to the type of content and learning outcomes that are to be achieved;
- reviewed regularly to ensure that they are relevant, current and where required, authoritative.

The version of learning resources released to students will be stored and managed via Kaplan's centralised LMS, and where appropriate, via Kaplan's campus.

All Kaplan learning resources comply with copyright legislation and third-party licensing agreements. Where student contributions from previous teaching sessions are used as Learning Resources, informed consent is provided as per the Kaplan *Intellectual Property Policy* and *Copyright Policy*.

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 made in consultation with a senior member of the academic leadership team, the National Manager, Copyright Compliance and Information Resources and the Disability Liaison Officer based upon disciplinary and teaching expertise as well as compliance with relevant regulations and/or legislation.

The quality of the learning resources will be regularly monitored. This will include gathering feedback from students and staff. Kaplan will reflect on the information gathered, in collaboration

with the Information Resources Working Group (IRWG), to enhance learning resources and ensure that the provision of resources is responsive to changes in users' needs and demands.

Learning and Teaching Content

All Kaplan content must be consistent with the Kaplan style and branding guidelines, as well as the *Kaplan Intellectual Property Policy* and *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 and managed by eReserve unless directed otherwise by a Kaplan Copyright Liaison Officer.

Library Collections

The Kaplan Electronic Library collection (and associated systems) are managed by the Kaplan IRWG. Electronic collection development is tabled at the IRWG meetings to ensure alignment with disciplinary and teaching application across all Kaplan businesses.

Physical library collections are managed by Kaplan while following Kaplan's *Acquisition and Management Guidelines*.

Where available, preference will be given to the purchase or subscription of electronic versions of licenced third-party Learning Resources, provided the budgetary, licensing and technological needs maximise access, availability and flexibility of delivery.

Policy Application – Educational Support

Kaplan, in coordination with Kaplan's IRWG, is responsible for ensuring the provision of educational support resources that anticipate the needs of the student population.

Support resources are accessible to students through the home page of the LMS.

Staff and students have access to a qualified librarian, and supporting library staff, to assist with any library or research enquiry. Access to these resources can be achieved via Kaplan's Electronic Library, and if available, the physical Library.

Counselling services and disability liaison officers are available to students who require additional support. In addition to these, Kaplan can also assist students who require further development in accordance with the Kaplan *Diversity, Inclusion and Equity Policy*.

Definitions

Campus refers to a facility or location where Kaplan Higher Education:

- currently delivers, or has plans to deliver, courses involving face-to-face, online and flexible learning approaches delivered by Kaplan employed academic staff who are physically located at the facility or in a virtual space.
- currently delivers, or has plans to deliver, a range of administrative services to staff and students at the location by Kaplan employed staff who are physically located at the facility.

Copyright Liaison Officer means the person appointed by each of the Kaplan Schools to assist the National Manager, Copyright Compliance and Information Resources in the implementation and administration of the Copyright Framework.

Information Resources Working Group (IRWG) provides strategic direction and leadership to the development, implementation and sustainability of programs pertaining to Kaplan's Information Resources (resources that are essential to supporting the student learning outcomes, facilitating the development of graduate attributes, and supporting a culture of scholarship amongst the student and academic staff).

Kaplan Content means material developed by a Kaplan employee or contractor for the purpose of teaching and learning. This includes but is not limited to lecture notes, tutorial and workshop materials, assignments, worksheets, examination papers 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 means the facilities provided to students, so that they can use every opportunity to develop their full potential. Learning facilities include buildings, learning hubs and spaces, fixtures, and equipment necessary for the effective and efficient operation of teaching, learning and assessment. This may include, but is not limited to physical and digital classrooms, other student learning spaces and learning platforms, specialised laboratories, building fixtures and furnishings, equipment etc.

Learning Resources means physical and virtual resources that are needed to enable students to achieve the learning outcomes of their academic program. It comprises the sum of prescribed texts, digital resources, workshop materials required readings, further readings, library collections and services, software subscriptions, third party and licensed material as well as educational support provisions.

Learning Technologies means the application of technology for the enhancement of teaching, learning and assessment. This may include computer-based learning and multimedia materials and the use of networks and communication systems to support learning.

Prescribed Content means all essential learning resources that a student must engage with during their unit of study in order to successfully complete the learning outcomes. This is also referred to as required content/readings, learning resources and activities and assessment tasks. This includes Kaplan content, third party copyright and licenced material, information, tasks and activities.

Supplementary Content: comprises content that will extend a student's learning or understanding. It is not content that the student must engage with in order to successfully complete the assessment tasks. This is also referred to as further resources within the LMS.

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.

Recordkeeping

Records of all learning technologies and resources, are kept ensuring these are regularly reviewed, updated and maintained as outlined in the *Record Management Policy*.

An inventory of all teaching facilities (including all relevant floorplans), is kept and maintained by Kaplan's Office Manager in line with Kaplan's needs as well as relevant legislation requirements.

Records of counselling services, accessibility requirements for students and English language referrals are administered and retained as per the *Student Record Management Policy*, to ensure compliance with State and Federal legislation.

Relevant Legislation

As a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws:

Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

<https://www.legislation.gov.au/Details/C2017C00271>

Higher Education Standards Framework (Threshold Standards) 2015

<https://www.legislation.gov.au/Details/F2015L01639>

Higher Education Support Act 2003

<https://www.legislation.gov.au/Details/C2019C00201>

Education Services for Overseas Students Act 2000 (ESOS Act 2000)

<https://www.legislation.gov.au/Details/C2017C00292>

Disability Discrimination Act 1992 <https://www.legislation.gov.au/Details/C2018C00125>

Disability Standards for Education 2005 <https://www.legislation.gov.au/Details/F2005L00767>

Related Policies

Following policies relate to the *Learning Facilities and Resources Policy*:

Public policies available on Kaplan's website, currently at following link:

<https://www.kaplanprofessional.edu.au/faqs/studentpolicies/>

- Academic Success Policy
- Assessment Policy
- Student Code of Conduct
- Course and Subject Development and Review Policy
- Kaplan Copyright Policy
- Kaplan Intellectual Property Policy (currently under development)
- Student Record Management Policy
- Record Management Policy (currently under review)
- Diversity, Inclusion and Equity Policy
- Health and Safety Policy
- Privacy Policy

The following internal policies available within the Company and support this Policy:

- Kaplan Business Strategic Plan
- Business Continuity Plan
- Register of Learning Facilities and Resources
- Kaplan Acquisition and Management Guidelines (internal guidelines)
- Kaplan Information Technology and Change Management Policy (internal policy)
- Kaplan Information Technology Acceptable Use Policy (internal policy)

Useful Contacts

For advice regarding Learning Resources contact a Kaplan's Information Resources Working Group (IRWG) member or the National Manager, Copyright Compliance and Information Resources.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to policy compliance.

Policy Category	Academic			
Responsible Officer	Vice President, Academic			
Implementation Officer(s)	Head of Learning and Delivery and Head of Faculty			
Review Date	January 2023			
Approved by				
KHE Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1	Academic Quality and Governance Team	New policy. Aligns standards across Kaplan Australia academic entities.	1.03.2017	16.03.2017
2	Quality, Regulations and Standards Team	Revised Policy. Reviewed and updated information on learning resources. Added information on learning facilities, technologies and educational support to ensure compliance with sections 2.1, 2.3, 3.2, 3.3 of the HES Framework 2015. Included information on special needs requirements. Added information on recordkeeping, relevant legislations and relevant Kaplan policies.	29.01.2020	03.02.2020