



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 committed to providing an enriching 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.

Copyright liaison officer	means the person appointed by each of the Kaplan education providers 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 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 virtual where the students and trainers/assessors may participate in training and assessment from any location in Australia.



Learning resources	means physical and virtual 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.
Practitioners	professionals who work in industry and are contracted to tutor, assess, facilitate and/or write content and assessment.
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 or timetables. 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 industry experts who respond to student questions on the *Ask Your Tutor* online forum within 24 hours.
 - Assessors who are industry professionals who assess student assignments after work.
 - Facilitators are industry experts who 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, 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 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 procedures have been taken into consideration and documented in *Kaplan's Business Continuity Plan*.

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

Virtual facilities - the online learning system

Wherever possible, Kaplan'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. These virtual facilities include:



System	Purpose
KapLearn	KapLearn is the Learning Management System (LMS). In KapLearn, vocational education students download their self-study topics, ask questions on the <i>Ask Your Tutor</i> forum, access learning resources and upload their assessments. Assessments include written assignments, oral assignments and online supervised exams. Oral assignments may be by audio recording or via Zoom, depending on the requirements of the course. Practitioners will access KapLearn to download students' assessments, upload marked assessments, record assessment results and provide feedback to students. Students can book online individual tutor sessions on Zoom or equivalent for direct contact with a trainer/assessor with no limit on the number booked. KapLearn is also used for Higher Education and non-accredited courses.
Website	The website provides information for students about vocational education qualifications. Students can find support by phone, chat, email or social media. The website is located at: https://www.kaplanprofessional.edu.au/

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 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 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 Chief Executive Officer or their delegate.

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



Physical facilities - office space for internal staff

Kaplan Professional utilises secure office space for its staff, which is shared with other education providers owned by Kaplan Australia Pty Ltd. These arrangements demonstrate an 'economy of scale' in the use of physical and virtual facilities.

Staff utilise 'work from home' arrangements for part or all their working week, depending on their job role. Kaplan Australia has developed its capacity for Kaplan Professional staff to work from home to access virtual shared systems and provide services for students, regardless of where they are located.

Location	Address	Retail Vocational education	Real Estate vocational education	Corporate vocational education
Sydney (head office)	Level 12, 45 Clarence Street, Sydney NSW 2000	New students P: 1300 662 203 E: courseadvice@kaplan.edu.au	New students P: 1300 798 006 E: courseadvice@kaplan.edu.au	P: 1300 728 505 E: corporatesolutions@kaplan.edu.au W: https://www.kaplanprofessional.edu.au/
Melbourne	6/370 Docklands Dr, Docklands VIC 3008	Current students P: 1300 662 203 E: mail@kaplan.edu.au	Current students P: 1300 798 006 E: realestate@kaplan.edu.au	
Brisbane	Ground Floor, 369 Ann Street, Brisbane QLD 4000			
Perth	2/1325 Hay St, West Perth WA 6005			



Allocation of Space

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

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

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
- Strategic operational needs and requirements.

Access and security of space

Kaplan balances the need for students, staff, contractors and visitors 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 always assist Kaplan with physical security responsibilities 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
- as part of their commitment to community safety and Kaplan's work place health and safety policies.

Virtual learning resources

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 in their study plan. The Training and Assessment Strategies for each qualification/course outlines the learning resources required for students who are working in industry and for private students who are not working in industry. Virtual 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.

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
- Webinars for study skills or etiquette when using the Ask Your Tutor Forum
- Exam support tool
- Exam booking tool
- Oral assignment support tool.



Training and assessment resources

These learning resources are specific to a subject in KapLearn. Examples include:

- Individual online tutor sessions with a trainer/assessor
- Topic notes
- Apply your knowledge (AYK) questions
- Review questions
- Ask Your Tutor discussion forum
- Online practice exam
- Online supervised exam
- Written and oral assignment upload feature
- Study Plan
- Your competencies
- Glossary of terms
- Useful weblinks
- Videos for mathematical concepts
- Excel training
- Exam preparation tool
- 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 directs students to other <u>learning resources</u> and <u>educational support services</u> for extensions, reasonable adjustments, Language Literacy and Numeracy, the Complaints and Appeals Process and the suite of policies. The Student Handbook outlines how to begin studying an online vocational education course. It is updated annually.
Training and Assessment Strategy (TAS)	A TAS is maintained for each qualification, skill set and unit on scope. The TAS provides a comprehensive list of <u>general and specific learning resources</u> for a qualification or course tailored to the online mode of delivery, virtual location and characteristics of the students. For more information, see the Training and Assessment Strategy Policy.
Asset Register	The Teaching and Learning team maintain an asset register of <u>specific learning resources</u> for all items on the scope of registration. It is based on the TAS documents for all qualifications and courses including units of competency.



Maintenance of virtual learning resources

All learning resources for a vocational qualification or course are:

- defined in a Training and Assessment Strategy. 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 to 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 achieved
- 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 Teaching and Learning team's Asset Register.

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

All Kaplan 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:

- a senior member of the Teaching and Learning leadership team
- the National Manager, Copyright Compliance and Information Resources and
- the Disability Liaison Officer.

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
- Standards for Registered Training Organisations (RTOs) 2015 – Clauses 1.2, 1.3, 5.2, Glossary

Related Policies

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

- Assessment Policy
- Continuous Improvement Policy
- Copyright Policy
- Diversity, Inclusion and Equity Policy
- Health and Safety Policy
- Information Technology Acceptable Use Policy
- Privacy Policy
- Student Record Retention Policy
- Training and Assessment Strategy Policy
- Validation and Moderation 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	GM, Teaching and Learning			
Implementation Officers	Senior Manager, Teaching and Learning Programs			
Review Date	November 2024			
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