

## Academic Support Procedures

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Responsible Officer:	Chief Learning Officer
Functional Owner:	Head of Portfolio
QAS Owner:	Divisional Managers, Quality and Compliance
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Version:	<p>Version 2: Minor update to reflect outcomes of annual procedure overview (Feb-14). Version 2 did not require ETAB approval.</p> <p>Version 3: Minor changes to reflect new organisational design and the new Standards for Registered Training Organisations 2015. Version 3 did not require ETAB approval.</p> <p>Version 4: Minor changes to reflect change to 2 days for responding to assessment queries.</p> <p>Version 5: Feb 2016 Removed reference to PR4.6 Special Consideration Procedure and included PR10.1 Cancellation and Refund Policy and Procedure</p>

Scope:	Course Type:	All
	RTOs:	Open Colleges Pty Ltd Integrated Care and Management Training Pty Ltd College of Fashion Design Pty Ltd
	Partner RTOs:	Yes

### Communication:

All Policies, Procedures, Forms and Guidelines are loaded into the Quality Management System (QMS) in Firefly. This will automatically update documents in OCTiVE and OpenSpace. Updates are communicated to staff through Firefly Chatter, Trainers and Assessors through OCTiVE News and students through the Student Lounge in OpenSpace.

## 1. What is Academic Support?

Academic Support refers to the provision of advice and guidance to learners in relation to:

- Assessment Queries, which refers to content-specific issues or questions such as:
  - Learning materials;
  - Learning activities; and
  - Assessments.
- Course Queries, which refers to course-level issues or questions such as:
  - Course structure;
  - Course progression; and
  - Reasonable adjustment requirements.

Academic Support also includes the contribution to, or moderation of, course discussion forums (referred to as Forum Facilitation).

Academic Support is distinct from the grading and provision of feedback regarding Assessments. This is covered in the Assessment Policy (PO5) and its related procedures, forms and guidelines.

Academic Support is also distinct from Learning Support (see PR4.2), Work Placement Support (see PR4.4) and Student Administrative Support (see PR4.5).

## 2. Assessment Queries

### Submitting an Assessment Query

A student can submit a query in respect of their learning materials, learning activities and assessments through OpenSpace by messaging their Trainer or Assessor for the Study Period or specific Assessment.

### Responding to Assessment Queries

The Assessor will respond to an assessment query using the OpenSpace messaging system as soon as possible and by no later than 2 days after the submission of the query.

### Escalation of Assessment Queries

Where an Assessor is unable to respond to an assessment query within 5 days, the unanswered query will be escalated to the Program Manager.

## 3. Course Queries

### Submitting a Course Query

A student can submit a query in respect of their course through OpenSpace by messaging their Program Manager.

### Responding to Course Queries

The Program Manager will respond to a course query using the OpenSpace messaging system as soon as possible and by no later than 3 days after the submission of the query.

### Escalation of Course Queries

Where a Program Manager is unable to respond to a course query within 3 days, the unanswered query will be escalated to the Head of Portfolio.

#### 4. Forum Facilitation

What is Forum Facilitation?

Creating interaction between students is an integral part of the overall learning experience at Open Colleges. One way of achieving this interaction is through the use of student discussion forums. Forums can be used to augment learning and allow students to explore and extend their knowledge of the concepts covered in the learning materials.

Each Open Colleges' course has a Course Forum. The Program Manager facilitates the Course by:

- Making regular posts of interesting topics related to the course
- Posting questions that spur debate and discussion between students
- Moderating discussions between students
- Ensuring appropriate netiquette is observed by all participants

Frequency of Facilitation

The Program Manager will make at least one posting per week to the Course page and will continuously monitor discussions.

## Related Forms and Documents

	Location		
	OpenSpace	Website	QMS
<b>Procedures</b>			
PR4.1 Academic Support Procedures	X	-	X
PR4.2 Learning Support Procedures	X	-	X
PR4.3 Peer Support Procedures	X	-	X
PR4.4 Work Placement Support Procedures	X	-	X
PR4.5 Student Administration Support Procedures	X	-	X
PR4.6 Special Consideration Procedure	X	X	X
PR5.4 Student Code of Conduct Procedure	X	X	X
PR7.1 Complaints Procedure	X	-	X
PR10.1 Cancellation and Refund Policy and Procedure	X	X	X
<b>Related Documents</b>			
Schedule of Administrative Fees	X	X	X
<b>Forms</b>			
FR4.1 Academic Referral Form	X	-	X
FR4.2 Learning Support Referral Form	X	-	X
FR4.3 Work Placement Support Referral Form	X	-	X
FR4.4 Student Administration Escalation Form	X	-	X
FR1.1 Enrolment Form	X	X	X
FR4.5 Course Cancellation Request Form	X	X	X
FR4.6 Course Extension Request Form	X	X	X
FR 4.7 Course Deferment Request Form	X	X	X
FR 4.8 Course Change of Mode Request Form	X	X	X
FR 4.9 Course Transfer Request Form	X	X	X
FR4.10 Certificate Re-issue Form	X	X	X
FR 4.11 Third Party Authority Form	X	X	X
FR4.16 Special Consideration Form	X	X	X
FR7.1 Formal Complaint Form	X	X	X

How can we improve this document?

If you can identify opportunities for us to improve this document, please email [improvements@opencolleges.edu.au](mailto:improvements@opencolleges.edu.au). This request will automatically be logged on our Continuous Improvement Register. Please include the document reference number in your email and specific details about how we can improve the document.