Learning Support Procedure

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Responsible Officer:	Divisional General Manager
Functional Owner:	Divisional Head of Student Support
QAS Owner:	Divisional Manager, Quality and Compliance
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Version:	Version 2: Minor updates to content language; and alignment with current QCI role (Feb-14). Version 2 did not require ETAB approval. Version 3: Minor changes to reflect new organisational design and new Standards for RTOs. Version 3 did not require ETAB approval. Version 4: Removed reference to PR4.6 Special Consideration Procedure and inserted PR10.1 Cancellation and Refund Policy and Procedure

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 Learning Support?

Learning Support includes the provision of the following services to learners:

A welcome and induction to Open Colleges;

An orientation to OpenSpace;

Access to specialist learning support resources;

Additional support services for 'at risk' learners; and

Additional support services to re-engage inactive learners.

2. Induction and Orientation

What is Induction and Orientation?

Induction provides new students with an overview of Open Colleges, our learning approach, key policies and procedures and advice on study tips.

Orientation provides new students with an overview of OpenSpace – our online virtual campus – including an overview of the key functions.

Research has shown the critical importance of induction and orientation to student success, particularly for online adult learners. As such, the initial enrolment email to new students strongly encourages students to participate in the induction and orientation process.

Open Colleges' approach to induction and orientation uses a combination of online resources, such as 'how-to' videos, together with direct telephone contact with a Learning Support Officer and a course-specific welcome email from the Program Manager.

Induction and Orientation Process

Within 24 hours of completing the enrolment process, each student will receive a welcome email. This email contains an introduction to learning support and the opportunity to request an Induction and Orientation call.

Online Induction and Orientation

The first time that a student logs into OpenSpace they are directed to a series of videos to help orientate them into their new course that cover the following areas:

Welcome to Open Colleges;

An overview of studying with Open Colleges;

An overview of OpenSpace – our online learning community; and

An overview of the various student support services available.

Students are encouraged to watch each video prior to accessing their course materials in OpenSpace. Students are recommended to book an Induction and Orientation call with a Learning Support Officer should they require further help with getting started.

Telephone Induction and Orientation

Once notified, via an opt-in booking link (emailed to the student upon enrolment or available within the Student Lounge), a Learning Support Officer will contact the

student during the times listed by the student. The Learning Support Officer will seek to contact the student within three (3) days of receiving the notification.

The Learning Support Officer will:

Welcome the student to the course;

Outline how a student progresses through a course;

Outline the support services available to the student;

Outline the Recognition of Prior Learning (RPL) and reasonable adjustment processes, if required;

Outline the key student policies and procedures;

Provide general study advice and tips;

Assess that the student is proficient in the use of OpenSpace; and

Answer any questions about Open Colleges or OpenSpace.

3. Learning Support Resources

The Student Lounge in OpenSpace provides students with access to a range of additional learning resources, including:

Guide to studying online for adult learners

Academic writing guide

Language, literacy and numeracy resources

The Student Handbook also provides additional learning resources for learners, together with a summary of the key student policies and procedures.

The Learning Support Team are responsible for ensuring that the Learning Support resources are comprehensive, up-to-date and are appropriate for the needs of adult learners in an online learning environment.

4. Supporting Students at Risk

The Learning Support Team are responsible for identifying and supporting students that may be 'at risk' of non-progression.

Identifying students 'at risk'

Open Colleges defines three levels of 'risk' as:

- Risk Level 1: Students that have commenced within the last 10 days and have not yet logged into OpenSpace;

- Risk Level 2: Students that have commenced within the last 30-60 days and have not yet submitted an assessment; and

- Risk Level 3: Students that have not submitted an assessment within the last 90 days.

In addition, a Trainer and/or Assessor, Program Manager or Student Support Officer may identify a particular student as being 'at risk' due to learning difficulties. In such cases, the Trainer and/or Assessor or Program Manager will refer the student's case to the Learning Support Team using the Learning Support Referral Form (FR4.2, which is available in OpenSpace). These referrals will be treated as Risk Level 2.

Supporting students at Risk Level 1

Where a student is classified as Risk Level 1, a Learning Support Officer will send an initial email to the student within the first four (4) days of enrolment to 'check in' with the student, provide motivational advice and highlight the support options available to the student to help them get started with their course.

If, after a period of one week (7 days) from enrolment, the student is still 'inactive,' the Learning Support Officer will contact the student to offer more personalised and tailored support to encourage progression.

These communications are designed to harness the momentum and excitement first experienced by the student immediately following enrolment; by providing them with the tools and support required to give them the best start in their studies, thereby enabling them to successfully progress through their course.

Supporting students at Risk Level 2

Where a student is classified as Risk Level 2, a Learning Support Officer will take several steps to assess both the student's progress and level of confidence with their studies. Students who are classified as 'Risk Level 2' may have logged into OpenSpace, but have not progressed through their course – one such indicator is that the student has not submitted an assessment within 30-60 days of first enrolling in their course, or the student has received a 'Withheld Grade' and has requested additional support.

These communications are designed to better understand what issues the student may be facing, and to provide them with the tools and resources required to enable them to overcome their challenges and progress through their course.

An email will first be sent at 30 days to 'check-in' with the student, assess their understanding of the course materials and share resources that may help them in preparing for their first assessment. The Learning Support Officer will then offer additional support should the student require it, and encourage them to make a Learning Support Appointment.

A follow-up call will then be made at 60 days. If the Learning Support Officer is unable to contact the student by phone, an email is sent to the student asking them to make contact with the Learning Support Team.

Supporting students at Risk Level 3

Where a student is classified as Risk Level 3, a Learning Support Officer will attempt to speak with the student by phone to assess whether the student requires any additional support. The purpose of this call is to 're-engage' with the student, to assess any challenges they may be facing in their course and encourage and motivate them back into the course.

If the Learning Support Officer is unable to contact the student by phone, an email is sent to the student asking them to make contact with the Learning Support Team.

5. Re-Engaging Inactive Students

Open Colleges understands that there are many reasons that a student may become inactive. The Learning Support Team, in consultation with the Portfolio, is responsible for the development and implementation of initiatives to re-engage inactive learners. This may include the use of incentives (such as monthly competitions for assessments submitted in that month), webinars, telephone campaigns and emails.

Related Forms and Documents

	Location		
	OpenSpace	Website	QMS
Procedures			
PR4.3 Peer Support Procedures	X	-	X
PR4.4 Work Placement Support Procedures	X	-	X
PR5.4 Student Code of Conduct Procedure	X	X	X
PR10.1 Cancellation and Refund Policy and Procedure	X	X	X
Forms			
FR4.2 Learning Support Referral Form	X	-	X
FR1.1 Enrolment Form	X	X	X
FR4.16 Special Consideration Form	X	X	X

How can we improve this document?

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