

PR4.1 Academic Support Procedure

Responsible Officer	Chief Education and Experience Officer
Functional Owner	Head of Portfolio
QAS Owner	Compliance Manager

1. Scope

PR4.1 covers the steps taken to provide Academic Support to Open Colleges' learners including the provision of advice and guidance regarding:

- Assessment queries which refer to content-specific issues or questions on:
 - Learning materials
 - Learning activities
 - Assessments
- Course queries, which refer to course-level issues or questions in relation to:
 - Course structure
 - Course progression
 - Reasonable adjustment requirements

2. Defining Academic Support

- 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 PO5 Assessment Policy and its related procedures, forms and guidelines.
- Academic Support is also distinct from Learning Support, Work Placement Support and Student Administrative Support.

3. Procedures

Responsibility key: PM = Program Manager, T/A = Trainer or Assessor,

a) Responding to assessment queries

Step	Actions	Responsibility	Comments
1	Submit an assessment query	Student	Refer to additional note 1
2	Respond to learner assessment query and escalate (if necessary)	T/A	Refer to additional note 2 SLA 2-5 working days
3	Action on escalated assessment query	TOM	Refer to additional note 3 SLA 2-5 working days

Additional notes for responding to assessment queries

Item	Step	Information
1	1	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 Module of Learning or specific assessment.

2	2	<p>The Trainer or Assessor will respond to an assessment query using the OpenSpace messaging system as soon as possible and by no later than 2 working days after the submission of the query.</p> <p>Where a Trainer or Assessor is unable to resolve an assessment query within 5 working days, the query will be escalated to the Training Operations Manager for actioning.</p> <p>If there is no response from a Trainer or Assessor the Student should contact Student Support which will escalate to the Training Operations Manager (or delegate)</p>
3	3	Training Operations Manager (or delegate) to action and respond to query within 2-5 working days

b) Responding to course queries

Step	Actions	Responsibility	Comments
1	Submit a course related query	Student	Refer to additional note 1
2	Respond to learner course query and escalate (if necessary)	TOM	Refer to additional note 2 SLA 3 working days
3	Action on escalated course query	HoP	Refer to additional note 3 SLA 2-5 working days

Additional notes for responding to course queries

Item	Step	Information
1	1	A student can submit a query in respect of their course through OpenSpace by messaging their Training Operations Manager (or delegate).
2	2	<p>The Training Operations Manager (or delegate) 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.</p> <p>Where a Training Operations Manager (or delegate) is unable to resolve to a course query within 3 days, the query will be escalated to the Head of Portfolio.</p>
3	3	Head of Portfolio to action and respond to the course query within 2-5 working days

c) Forum Facilitation

Step	Actions	Responsibility	Comments
1	Facilitate course forums	TOM	Refer to additional note 1

Additional notes for forum facilitation

Item	Step	Information
1	1	Creating interaction between learners 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 and annotations. These can be used to augment learning and allow learners to explore and extend their knowledge of the concepts covered in the learning materials.

		<p>Each Open Colleges' course has at least one Course Forum and many courses also allow annotation of the learning materials by students. These are facilitated by the Training Operations Manager (or delegate), where relevant:</p> <ul style="list-style-type: none"> • Making regular posts of interesting topics related to the course • Posting questions that spur debate and discussion between learners • Moderating discussions between learners • Ensuring appropriate netiquette is observed by all participants
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4. Quality and Continuous Improvement

This procedure is subject to systematic review, evaluation and improvement, including annual review and ongoing feedback from stakeholders.

5. Related Forms and Documents

- PO5 Assessment Policy

For internal use only: [QMS1.8 Location of QMS related documents](#).

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Version	Approved	Endorsed	Effective date	Review date
7	Chief Learning Officer 10/03/17	Functional Owner 10/03/17	10/03/17	10/03/18
Version History	<p>V2: Minor update to reflect outcomes of annual procedure overview (Feb 14). V2 did not require ETAB approval.</p> <p>V3: Minor changes to reflect new organisational design and the new Standards for Registered Training Organisations (2015). V3 did not require ETAB approval.</p> <p>V4: Minor changes to reflect change to 2 days for responding to assessment queries</p> <p>V5: Feb 2016 Removed reference to PR4.6 Special Consideration Procedure and include PO10.1 Cancellation and Refund Policy and Procedure.</p> <p>V6: September 2016 updated to new format with minor updates</p> <p>V7: February 2017 updated to new format with minor updates</p> <p>V7: February 2018 updated role titles</p>			
Course Type	All			
RTOs:	Open Colleges Pty Ltd (90796) Integrated Care and Management Training Pty Ltd (90197) College of Fashion Design (3798)			
Partner RTOs:	Yes			