

## PR4.2 Learning Support Procedure

<b>Responsible Officer</b>	Chief Education and Experience Manager
<b>Functional Owner</b>	Head of Shared Services
<b>QAS Owner</b>	Compliance Manager

### 1. Scope

PR4.2 Learning Support Procedure details the responsibilities of the Learning Support Team in regards to Learner Support and only those initiatives within the control of Learning Support from commencement to graduation.

### 2. Students covered within this procedure

For definitions of students (see - PG4.1 Guideline for Learning Support – Definitions of Student Progress)

- Active
- Engaged
- Deferred
- Inactive
- Disengaged

### 3. Procedure for support

Item	Actions	Responsibility
1	<p><b>On-demand support by Learning Support Team</b> provide support via Open Space for:</p> <ul style="list-style-type: none"> <li>• Getting started: web, video and text based orientation information to ensure students can navigate Open Space, get started with their studies, access additional support and submit assessments</li> <li>• Support on finding work placement: a structured kit, letter and CV templates, guidance on identifying appropriate workplaces</li> <li>• Academic writing guide</li> <li>• Language Literacy and Numeracy (LLN) resources</li> <li>• General study tips</li> </ul>	The Learning Support Team are responsible for ensuring that the Learning Support resources are comprehensive, up-to-date and are appropriate.
2	<p><b>Opt-in Support:</b> group and individual orientations are delivered by Learning Support through:</p> <ul style="list-style-type: none"> <li>• pro-active group orientation bookings (web based) made by the Enrolment Consultant</li> <li>• the initial enrolment email:</li> <li>• automatic communication that goes to all students who have not logged in to Open Space within 4 days of enrolling, offering them Orientation support</li> </ul>	Learning Support Officers

	<p>The Learning Support Officer will:</p> <ol style="list-style-type: none"> <li>1. Introduce themselves</li> <li>2. Welcome the student/s to the course;</li> <li>3. Outline how student progresses through a course;</li> <li>4. Outline the support services available to the student;</li> <li>5. Provide general study advice and tips;</li> <li>6. Assess that the student is proficient in the use of OpenSpace; and answer any questions about Open Colleges or OpenSpace</li> <li>7. Schedule follow up appointments and goal-setting activities for ongoing support as needed</li> </ol>	
3	<p><b>Support delivered on request by the student or on the recommendation of Program teams or Student Support includes:</b></p> <ul style="list-style-type: none"> <li>• individual orientations delivered by the Learning Support teams,</li> <li>• general academic advice, and specific LLN support</li> </ul> <p>The student or staff member requests additional support:</p> <ul style="list-style-type: none"> <li>• Raise a Learning Support case</li> <li>• Respond to this case within 24 hours (Learning Support team)</li> <li>• Respond to emails from students in closed cases within 24 hours (Corresponding LSO)</li> </ul>	Learning Support Officers
4	<p><b>Information for Proactive communication</b> for “at risk” students</p> <ol style="list-style-type: none"> <li>1. <u>Risk Category 1</u>: Students who have not logged in to Open Space within 4 days of commencement receive automated communication encouraging them to log in and enabling them to book directly into Learning Support Orientation, as detailed above.</li> <li>2. <u>Risk category 2</u>: Inactive students who have not submitted assessment within 45 days of commencement will receive automated communication, encouraging them to log in, and providing additional links to advice on motivation and study skills. This communication also enables them to book directly into Learning Support, as detailed above, or request specific assistance with Open Space or assessment.</li> </ol>	Head of Shared Services in conjunction with the Communications Manager

	3. <u>Risk category 3</u> : Students who become Inactive students will receive automated communication encouraging them to log into the platform, book Learning Support or contact Student Support and gain assistance.	
	<b>Automated learner engagement communication:</b> All students automatically receive notification of the remaining months in their course duration: at 6 months, 3 months and 1 month prior to the expiry of their course duration.	Head of Shared Services in conjunction with the Communications Manager

#### 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

- PO4.0 Learning Policy
- [PG4.1 Guideline for Learning Policy](#)

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

<b>How can we improve this document?</b>				
If you can identify opportunities for us to improve this document, please email <a href="mailto:improvements@opencolleges.edu.au">improvements@opencolleges.edu.au</a> . 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.				
Version	Approved	Endorsed	Effective date	Review date
6	GM, Student Experience 10/03/17	Functional Owner 10/03/17	10/03/17	10/03/18
<b>Version History</b>	V2: Minor updates to content language; and alignment with current QCI role (Feb 14). Did not require ETAB approval. V3: Minor changes to reflect new organisational design and new Standards for RTOs. Did not require ETAB approval V4: Removed reference to PR4.6 Special Consideration procedure and inserted PR10.1 Cancellation and Refund Policy and Procedure V5: Dec 16 Reviewed and updated in new template V6: February 2017 reviewed and updated into new template with minor changes and addition information into PG4.1 Guideline for Learning Support V6: February 2018 updated role titles			
<b>Course Type</b>	All			
<b>RTOs:</b>	Open Colleges Pty Ltd (90796) Integrated Care and Management Training Pty Ltd (90197) College of Fashion Design (3798)			
<b>Partner RTOs:</b>	Yes			