

Learning Facilities and Resources Policy

Scope

This Policy applies to all students, staff, visitors and contractors that may be involved in the design, implementation, monitoring and evaluation of any learning activity that is made available to students at each of the following Kaplan International Languages schools (each a “School” and collectively the “Schools”):

- Sydney – Kaplan International English (Australia) Pty Ltd (ABN 31 003 631 043) trading as Kaplan International Sydney
- Melbourne/Adelaide – Kaplan International (Melbourne & Adelaide) Pty Ltd (ABN 90 129 017 385) trading as Kaplan International Melbourne and Kaplan International Adelaide
- Perth – Kaplan International (Perth) Pty Ltd (ABN 76 079 200 212) trading as Kaplan International Perth
- Brisbane – Kaplan International (Brisbane) Pty Ltd (ABN 81 097 629 073) trading as Kaplan International Brisbane

Kaplan International Languages Schools are situated at the following locations:

Kaplan International Languages Sydney	Kaplan International Languages Melbourne	Kaplan International Languages Adelaide	Kaplan International Languages Perth	Kaplan International Languages Brisbane
98-104 Goulburn Street, Sydney NSW 2000	Level 5, 370 Docklands Drive Docklands, VIC 3008	Level 9, 68 Grenfell Street, Adelaide, SA 5000	1325 Hay Street West Perth, WA 6005	Ground Level, 369 Ann Street Brisbane QLD 4000

The Policy also applies to all staff or contractors who are responsible for the currency and maintenance of all the Schools’ teaching facilities.

Purpose

This Policy, and the associated procedures, are intended to promote the delivery of a sustainable and flexible pedagogical approach designed to:

- establish a shared understanding of Learning Facilities, Technologies and Resources, and Educational Support in the context of the Schools;
- support the learning and teaching pedagogy of the Schools, regardless of the learning environment (physical, online or blended);
- provide a timely single reference point for resources necessary to complete a module or course;
- promote effective interactions between students, as well as between staff and students;
- facilitate educational innovation.

Policy Statement

The Schools are committed to providing an enriching learning environment that is supported by Learning Facilities, Technologies, and the provision of Learning Resources and Support that is appropriate to the students' learning and assessment needs. Driven by the strategic objectives set out in the *Kaplan International Languages Schools Strategic Business Plan*, this policy provides a framework to ensure the Schools' ongoing compliance with all applicable legislative and regulatory requirements.

Policy Principles

This Policy is underpinned by the following principles:

The Schools recognise that the curriculum, at the course level, will be designed and developed to:

- Respond to the diversity of learning needs and experiences that characterises the student population;
- Demonstrate a commitment to student centred learning and the development of lifelong learning skills;
- Encourage the development of learning communities within and between student groups and staff by maximising opportunities for interaction and communication.

There is an appropriate mix of Learning Facilities and Technologies that enable equitable access to Learning Resources and Support. The Schools provide a learning advantage to students who may be currently lacking adequate access to technologies or the knowledge and/or skills to use them to their full advantage. Decisions about the technologies to be used are vested with the Schools, in collaboration with Kaplan's Information Technology

Department, (for more information refer to the Kaplan *Information Technology Change Management Policy*).

A cooperative approach amongst curriculum designers, e-learning and technology experts, and other people with acknowledged expertise, is supported and encouraged. This applies to the management and enhancement of Learning Facilities, Technologies, Learning Resources and Educational Support.

The systematic review processes are embedded to reflect upon and incorporate student feedback, current pedagogical practices and educational priorities for continuous improvement of the Schools' Learning Facilities, Technologies, Learning Resources and Educational Support.

Risk management procedures have been taken into consideration and documented in *Kaplan International Languages Schools Business Continuity Plan*.

Policy Application – Learning Facilities

In accordance with the *Kaplan International Languages Schools Strategic Plan*, the Schools are committed to designing and maintaining Learning Facilities that support and enhance the student experience, enrich teaching, learning and assessment activities, and ensure increasing engagement in productive, inclusive and culturally responsive learning.

Allocation of Space:

School spaces are allocated for curriculum development, teaching, learning and research purposes, as well as other essential purposes, including:

- Student services and academic advice;
- Student and general administration;
- Student learning clubs and
- Social activities.

School space allocation is administered by the Principal Executive Officer (PEO) in collaboration with the School's Senior Management Team and managed by the Kaplan National Facilities Manager.

Space will be allocated according to need and is subject to periodic review involving stakeholder consultation and where possible reallocation as required by the PEO.

A *Register of Learning Facilities and Resources* is maintained by each School's senior management team and is reviewed on an annual basis to ensure that the level of facilities available meet the requirements of the student population.

Each School can allocate space as per the agreed allocation. They do not have authority to allocate space to other users outside of this agreement.

Requests to alter the use of any space must be approved by the relevant management levels within the Schools, depending on the extent of the alteration. Space alteration is likely to emanate from the School Management team, through the School to the PEO and then financial sign-off. Requests will be considered, taking into account 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 the School; and
- Strategic operational needs and requirements.

Access and Security of Space:

The Schools balance the need for students, staff, visitors and contractors to be able to access facilities in a full and useful manner, with the need to provide appropriately safe and secure premises.

All students, staff, visitors and contractors must assist School staff with physical security responsibilities as directed.

Emergency services are permitted to enter the Schools' premises:

- in response to a call for assistance from staff, students or a member of the public;
- in an emergency situation; and
- as part of their commitment to community safety or to address a workplace health and safety issue.

Policy Application – Learning Technologies

Wherever possible, Learning Technologies shall be made available to the student population via the School's Learning Management System (LMS) which is managed by Kaplan International Languages (UK), and will be appropriately supported to ensure that staff and students are provided with the necessary resources to achieve the teaching and learning goals of the School.

Access and Use:

The Learning Technologies on the LMS will be available to staff involved in learning and teaching and students enrolled in approved School courses. The LMS includes course modules, KITE tests, reports, K+ and K+ Learning Clubs.

Access to Learning Technologies on the LMS by staff and students will:

- be subject to the applicable licensing agreements and hosting arrangements; and
- 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 the *Kaplan Code of Conduct and Student Code of Conduct*, and in compliance with applicable laws (such as privacy, copyright and cyber-bullying); along with any applicable Kaplan policy (such as the *Kaplan Information Technology Acceptable Use Policy*).

Management:

The Schools will provide a robust and reliable service in support of Learning Technologies, as administered by Kaplan International Languages (UK). In accordance with accepted commercial guidelines, the Schools will endeavour to provide a service that is available 99.7% of the time, excluding scheduled outages.

The Schools recognise 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, the Schools will ensure students are advantaged via the moderation of grades or some other type of intervention, such as extensions or opportunities for resubmission. The appropriate remedial action will be determined on a case-by-case basis and approved by the PEO or his/her delegate.

Resources will be provided by the Schools for the development and maintenance of the LMS to ensure a reliable and robust platform for learning and teaching activities.

Resources will be provided by the Schools for the provision of training and support to staff and students using applications on the LMS, to ensure capabilities in their use.

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.

Policy Application – Learning Resources

All Learning Resources for a module or course are:

- accurately aligned with learning outcomes;
- aligned to the School's *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 content and learning outcomes that are to be achieved;

- reviewed regularly in collaboration with the content owners to ensure that they are relevant, current and where required, approved/accredited.

The version of Learning Resources released to students will be stored and managed via Kaplan's centralised Learning Management System (LMS), and where appropriate, on the School campus.

All School Learning Resources comply with copyright legislation and Third-Party licensing agreements. Where student contributions from previous teaching sessions are used as Learning Resources, informed consent is provided as per the Kaplan *Intellectual Property Policy* and Kaplan *Copyright Policy*.

Learning Resources may be adapted and released to meet the requirements of Special Needs Students provided that these adaptations are appropriate for the content and/or the learning objectives. Decisions on adaptations must be made in consultation with a DOS, Regional Academic Manager, Copyright Compliance and Information Resources and the School's Welfare Officer, based upon disciplinary and pedagogical expertise as well as compliance. Further adaptive technologies and modified resources will reflect the *Diversity, Inclusion and Equity Policy* where appropriate.

The quality of the Learning Resources will be regularly monitored. This will include gathering feedback from students and staff. The School will reflect on the information gathered, in collaboration with the Information Resources Working Group (IRWG), to enhance Learning Resources and ensure the provision of resources is responsive to changes in users' needs and demands.

Learning and Teaching Content

All School content must be consistent with Kaplan's style and branding guidelines, as well as the *Kaplan Intellectual Property Policy* and *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 used in a manner consistent with the Kaplan Copyright Policy.

Library Collections

The Kaplan Electronic Library collection (and associated systems) will be managed by the Kaplan IRWG. Electronic collection development is tabled at the IRWG meetings to ensure alignment with disciplinary and pedagogical application across all Schools.

Physical library collections are managed by the Schools while following Kaplan's *Acquisition and Management Guidelines*.

Access to the Physical Library is governed by the operating hours of each campus – with opening hours published in each School's Student handbook.

Where available, preference will be given to the purchase or subscription of electronic versions of licenced Third-Party Learning Resources, provided the budgetary, licensing and technological needs maximise access, availability and flexibility of delivery.

Policy Application – Educational Support

The Schools, in coordination with Kaplan's IRWG, are responsible for ensuring the provision of Educational Support resources that anticipate the needs of the student population.

All students are required to attend an Orientation Program, either in person or online, prior to commencement of their studies, to assist with the transition to Kaplan. This program encompasses a range of educational, course planning, health and safety and social information sessions.

Support programs, K+ and other additional resources are available online, and where available, around the campus.

Staff and students have access to library and research support through the Physical Library, and where applicable, online via the Kaplan Electronic Library.

Access to counselling and welfare support services is available at all Schools. In addition to these services, Kaplan can also assist students who require further development of their English language skills, by referring them to specialised education providers within the wider Kaplan Australia Group. Further adaptive technologies and modified content and/or resources will reflect the *Diversity, Inclusion and Equity Policy* where appropriate.

Definitions

School refers to a facility or location where a Kaplan International Languages School:

- currently delivers, or has plans to deliver, a broad range of courses involving regular face-to-face, online or flexible teaching by Kaplan employed academic staff who are physically located at the facility or in a virtual Kaplan space;
- currently delivers, or has plans to deliver, a range of administrative services to staff and students at the location by Kaplan employed staff who are physically located at the facility; or
- the physical location where the electronic course (online) material is maintained.

Copyright Liaison Officer means the person appointed by each of the Schools to assist the National Manager, Copyright Compliance and Information Resources in the implementation and administration of the Copyright Framework.

Information Resources Working Group (IRWG) provides strategic direction and leadership to the development, implementation and sustainability of programs pertaining to Kaplan's Information Resources (resources that are essential to supporting the student learning outcomes and supporting a culture of scholarship amongst the student and academic staff).

Kaplan Content means material developed by a Kaplan employee or contractor for the purpose of teaching and learning. This can comprise of session/lesson notes, tutorial workshops, assignments, examination papers or sites, worksheets 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 means the facilities provided to students, so that they can use every opportunity to develop their full potential. Learning facilities include buildings, fixtures, and equipment necessary for the effective and efficient operation of teaching, learning and assessment. This may include, but is not limited to, physical and digital classrooms; other student learning spaces and virtual platforms, specialised laboratories, digital resources, building fixtures and furnishings, equipment etc.

Learning Resources means physical and virtual resources that are needed to enable students to achieve the learning outcomes of their course. It comprises the sum of Prescribed and Supplementary Content, Library Collections and Services, Software subscriptions, Third party and licensed material as well as Educational Support provisions.

Learning Technologies means the application of technology for the enhancement of teaching, learning and assessment. This may include computer-based learning and multimedia materials and the use of networks and communication systems to support learning.

Prescribed Content means all essential learning resources that a student must engage with during their course in order to successfully complete the learning outcomes. This includes Kaplan content, third party copyright and licenced material, information, tasks and activities.

Supplementary Content: comprises content that will extend a student's learning or understanding. It is not content that the student must engage with in order to successfully complete the assessment tasks.

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.

Recordkeeping

Records of all learning technologies and resources, are kept in the *Learning Facilities and Resources Register* to ensure these are regularly reviewed, updated and maintained as outlined in the *Record Management Policy*.

An inventory of all teaching facilities (including all relevant floorplans), is kept and maintained by Kaplan's Facilities Manager in line with Kaplan's needs as well as relevant legislative requirements.

Records of counselling services, accessibility requirements for students and English language referrals are administered and retained as per the *Student Record Management Policy*, to ensure compliance with State and Federal legislation.

Relevant Legislation

As registered education providers, the Schools operate under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws.

Education Services for Overseas Students (ESOS) Act 2000

<https://www.legislation.gov.au/Details/C2018C00210>

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

<https://www.legislation.gov.au/Details/F2017L01182>

Education Services for Overseas Students Regulations 2019

<https://www.legislation.gov.au/Details/F2019L00571>

ELICOS Standards 2018

<https://www.legislation.gov.au/Details/F2017L01349>

Disability Discrimination Act 1992

<https://www.legislation.gov.au/Details/C2018C00125>

Disability Standards for Education 2005

<https://www.legislation.gov.au/Details/F2005L00767>

Copyright Act (1968)

<https://www.legislation.gov.au/Series/C1968A00063>

The Australian Consumer Law

<https://consumerlaw.gov.au/australian-consumer-law/legislation>

Related Policies

The following policies relate to the *Learning Facilities and Resources Policy*:

Public policies available on Kaplan's website are currently found at the following link:

<https://www.kaplaninternational.com/terms-and-conditions>

- Assessment Policy
- Student Code of Conduct (currently under review)
- Course Review and Evaluation Policy
- Kaplan Diversity, Inclusion and Equity Policy
- Kaplan Privacy Policy.

The following internal policies and documents are available within the Company and support this Policy:

- Kaplan Acquisition and Management Guidelines
- Kaplan Code of Conduct
- Kaplan Copyright Policy
- Kaplan Health and Safety Policy
- Kaplan Information Technology and Change Management Policy
- Kaplan Information Technology Acceptable Use Policy
- Kaplan Intellectual Property Policy
- Kaplan International Languages Business Continuity Plan
- Kaplan International Languages Register of Learning Resources and Facilities
- Kaplan International Languages Strategic Plan
- Kaplan Student Record Management Policy.

Useful Contacts

For advice regarding Learning Resources contact a Kaplan Information Resources Working Group (IRWG) member or the National Manager, Copyright Compliance and Information Resources.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer(s) to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officer	Regional Director Academic, Operations Support Manager ANZ			
Implementation Officer	Facilities Manager Regional, DOS			
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Principal Executive Officer				
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