

Learning Quality, Support and Accessibility Policy

1. Purpose

- 1.1 The purpose of this document is to specify the Edvantage Institute Australia's policy and procedure for governing the learning environment including the facility and infrastructure and learning resources and educational support for all students and staff.
- 1.2 This policy complies with the Higher Education Standards Framework (Threshold Standards) 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, in specific to Standard 2.1 and 3.3.
- 1.3 This policy sets out the principles for evaluating the quality of the learning environment:
 - EIA recognises the conditions of learning environment affecting the learning outcomes of students, teaching quality of staff, course design and delivery of course content and activities;
 - EIA endeavours to provide excellent and appropriate resources to maintain appropriate and quality learning environment for all staff and students;
 - EIA is committed to collect feedback and data to perform a periodic review of the learning environment in conjunction with student progress and staff performance data to uphold a high standard of education.

2. Scope

- 2.1 This policy applies to all EIA staff and students.

3. Responsibility

- 3.1 The Academic Director is responsible for the drafting and revision of this policy, delegate the implementation of relevant procedures to appropriate responsible officers, obtain feedback and data to perform periodic monitoring and review of the quality delivered against this policy.

4. Definitions

- 4.1 Extenuating Circumstances: Extenuating circumstances involve an incident that happens beyond any reasonable expectation by a person.
- 4.2 Equitable Access: The control of access to a restricted location, online environment, resources and amenities based on a fair and equal decision-making process that determine the nature and level of access without any discriminatory criteria.
- 4.3 Facilities and Infrastructure: EIA facilities and infrastructure include a structure of space, amenities, equipment that are in a physical location, online environment or a blended mode which combines physical and online environment.
- 4.4 EIA: The abbreviated name of Edvantage Institute Australia.
- 4.5 Mode of Study: The mode of the study shows whether a student is currently studying in a full-time or a part-time workload, and on-campus or off-campus (online) or a blended of on- and off-campus study.

4.6 Secured Access: The control of a person's right to enter a physical location or an online environment or use resources and amenities through an authenticated process.

5. Policy

5.1 Facilities and Infrastructure

EIA will provide facilities and infrastructure fit for educational and research purpose suitable to the course design, learning instructions, activities and assessment that are delivered.

EIA will provide facilities and infrastructure that accommodate the number of staff and students involved in the learning environment at any point in time for the duration of study of students.

EIA will support the design of course curriculum and delivery by providing staff with good standards of facilities and infrastructure that are similar to the professional setting used in relevant industries and sectors.

Where electronic access and communication is involved, EIA will ensure continuous availability and secured and reliable accessibility by staff and students. Where authorised usage is involved, EIA will provide equitable access to relevant staff and students and communication to all parties about relevant procedures. Exclusions apply to locations that are not directly managed by EIA and in extenuating circumstances which cannot be foreseen.

EIA will communicate a schedule or timetable for staff and students to conduct proper planning of their educational activities in advance to the commencement of their study.

EIA will conduct regular monitoring and maintenance of their facilities and infrastructure, and collect feedback and data from users for ongoing improvement and upgrade planning.

5.2 Learning resources and educational support

EIA will provide learning resources including library services and collections, software, laboratory, project room, visual and audio equipment, virtual communication and learning tools that suit the needs of study required in a course.

EIA will provide educational support such as English writing and reading skills development, and various skills development in specific writing style, referencing, time management, planning and organisation, teamwork, presentation, to help students achieve their learning objectives and progress in their academic work.

EIA will provide staff with adequate and suitable learning resources and educational support to support them in their course delivery, continuing professional development in scholarship and research.

Where learning resources and educational support are provided by a third party, EIA will secure an effective third-party arrangement and assume the accountability of the provider to students and staff.

EIA will ensure that the access to the learning resources and educational support do not incur an unexpected cost to staff and students, and they will not face any physical, emotional, intellectual and technological obstacles to use the learning resources and educational support.

EIA will ensure timely and secured (using unique staff and student ID) access to the learning resources and educational support relevant to the learning outcomes in the duration of a course including any electronic learning management system that EIA uses to deliver any learning resources and educational support.

All students and staff will have equitable access to the learning resources and educational support regardless of the location and mode of study of the course they are engaged.

EIA will conduct regular and timely monitoring and maintenance of their learning resources and educational support and collect feedback and data from users for ongoing improvement and upgrade planning.

The types and details of student support services are provided in the Student Support Services Policy and Procedure.

The accessibility to EIA campus, facilities and resources are detailed in the Access and Equity Policy and Procedure, Student Safety and Campus Security Policy and Procedure and Library Policy and Procedure.

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1.1	Change company name to Edvantage Institute Australia (EIA)