

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 any Kaplan Business School (hereby referred to as “Kaplan”).

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

Kaplan Business School (“Kaplan”) has campuses in the following locations:

KBS Adelaide	KBS Brisbane	KBS Gold Coast	KBS Melbourne	KBS Perth	KBS Sydney
Level 1, 68 Grenfell Street, Adelaide, SA 5000	Ground Floor, 369 Ann Street, Brisbane, QLD 4000	Level 8, 36 Marine Parade Southport, QLD 4215	Level 4, 370 Docklands Drive, Docklands, VIC 3008	Ground Floor, 10 William Street, West Perth WA 6000	Levels 1 & 2, 55 Elizabeth Street, Sydney, NSW 2000

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, Resources, and Educational Support in the context of Kaplan;
- Support the learning and teaching pedagogy of Kaplan, regardless of the learning environment (physical, online or blended);
- Provide a timely single reference point for resources necessary to complete a subject or course;
- Promote effective interactions between students, as well as between staff and students;
- Facilitate educational innovation.

Policy Statement

Kaplan is 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 student’s learning and assessment needs. Driven by the strategic objectives set out in the *Kaplan Business School Strategic Plan*, this policy provides a framework to ensure Kaplan’s ongoing compliance with the Higher Education Standards.

Policy Principles

This Policy is underpinned by the following principles:

Kaplan recognises that the curriculum, at both the subject and course level, will be designed and developed to:

- Respond to the diversity of learning needs and experiences that characterises the student population, irrespective of enrolment type (online or on campus);
- 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.

Kaplan aims to advantage students in their learning through lack of access to the technologies or knowledge and skills in their use. Decisions about the technologies to be used are vested with Kaplan, in collaboration with Kaplan's Information Technology Department– refer to the *Kaplan Information Technology and Change Management Policy*.

A cooperative approach amongst curriculum designers, e-learning and technology experts, and other people with acknowledged expertise is encouraged for the management, enhancement and delivery modes 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 Kaplan's Learning Facilities, Technologies, Learning Resources and Educational Support.

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

Policy Application – Learning Facilities

Kaplan is 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 in accordance with the *Kaplan Business School Strategic Plan*.

Allocation of Space:

Kaplan's 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 clubs, activities and societies; and
- Engagement activities.

Kaplan's space allocation is administered by the Executive Director, International Education, in collaboration with Kaplan's Senior Management Team and managed by Kaplan's Facilities Manager.

Space will be allocated on the basis of need and is subject to periodic review involving stakeholder consultation and where possible reallocation as required to Kaplan's strategic priorities at the direction of the Executive Director, International Education.

A Register of Learning Facilities and Resources is maintained by each Campus Manager, and is reviewed on an annual basis to ensure that the level of facilities available meet the requirements of the student population.

Each Campus 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 from the relevant management levels within KBS, depending on the extent of the alteration. Space alteration is likely to emanate from the Campus Management team, through KBS Management, the KBS Executive Director 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 Kaplan; and
- Strategic operational needs and requirements.

Access and Security of Space:

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

All students, staff, visitors and contractors must assist Kaplan staff with physical security responsibilities at all times as directed.

Emergency services are permitted to enter Kaplan's 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, Kaplan's Learning Technologies shall be made available to the student population via the School's Learning Management System (LMS) – Moodle, and will be appropriately supported to ensure that staff and students are provided with the necessary resources to deliver the learning and teaching goals of Kaplan.

Access and Use:

The Learning Technologies on the LMS will be available to staff involved in learning and teaching and students enrolled in approved Kaplan units of study;

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 Academic Integrity and Conduct Policy* 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:

Kaplan will provide a robust and reliable service for Learning Technologies. In accordance with accepted commercial guidelines, Kaplan will endeavour to provide a service that is available 99.7% of the time, excluding scheduled outages.

Kaplan recognises 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, Kaplan 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 Academic Dean or his/her delegate.

Resources will be provided by Kaplan 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 Kaplan 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 subject or course are:

- accurately aligned with Kaplan's graduate attributes, learning outcomes, and reflects the appropriate Australian Qualification Framework (AQF) level;
- aligned to the *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 to ensure that they are relevant, current and where required, authoritative.

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

All Kaplan 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 *Copyright Policy*.

Learning Resources may be adapted and released to meet the requirements of Special Needs Students providing that these adaptations are appropriate for the content, the discipline and/or the learning objectives. Decisions on adaptations must be made in consultation with a senior member of the academic leadership team, the National Manager, Copyright Compliance and Information Resources and the School's Disability 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 Kaplan content must be consistent with the school's style and branding guidelines, as well as the *Kaplan Intellectual Property Policy* and *Copyright Policy*. To maintain consistency, the use of cascading and standardised templates is strongly recommended.

All Third-Party Copyright and licenced material must be approved and managed by eReserve unless directed otherwise by a Kaplan Copyright Liaison Officer.

Library Collections

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

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

Kaplan, in coordination with Kaplan’s IRWG, is responsible for ensuring the provision of Educational Support resources that anticipate the needs of the student population.

All ‘on campus’ students are required to attend an Orientation Program prior to the 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 and resources are accessible via the Library page of the LMS and on campus.

Staff and students have access to a qualified librarian and learning advisors to assist with any library or research enquiry. Access to these resources can be achieved via Kaplan’s Electronic Library or by contacting the Academic Success Centre.

Counselling and disability support services are available at all Kaplan campuses. In addition to these, Kaplan ELICOS specialists are available to assist students who require further development of their English language proficiency. Further adaptive technologies and modified content and/or resources will reflect the *Diversity, Inclusion and Equity Policy* where appropriate.

Definitions

Campus refers to a facility or location where Kaplan Business 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 at where the electronic course (online) material is maintained.

Copyright Liaison Officer means the person appointed by each of the Kaplan 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, facilitating the development of graduate attributes, 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 lecture 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 academic program. 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 unit of study 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 *Register of Learning Facilities and Resources* to ensure these are regularly reviewed, updated and maintained as outlined in the *Student 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 legislation 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 a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below lists the most relevant legislation which applies to this Policy:

- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Support Act 2003
- Education Services for Overseas Students Act 2000 (ESOS Act 2000)
- Disability Discrimination Act 1992
- Disability Standards for Education 2005

Related Policies

This Policy should be read in conjunction with the following:

- Academic Success Policy
- Assessment Policy
- Academic Integrity and Conduct Policy
- Course and Subject Development and Review Policy
- Copyright Policy
- Student Record Management Policy
- Diversity, Inclusion and Equity Policy
- Health and Safety Policy
- Privacy Policy

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

- Kaplan Business School Strategic Plan
- Kaplan Business Continuity Plan
- Register of Learning Facilities and Resources
- Kaplan Acquisition and Management Guidelines
- Kaplan Intellectual Property Policy
- Kaplan Information Technology and Change Management Policy
- Kaplan Information Technology Acceptable Use 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		Vice President, Academic		
Implementation Officer		Academic Dean or equivalent		
Review Date		June 2025		
Approved by				
KBS Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1	Academic Quality and Governance Team	New policy. Aligns standards across Kaplan Australia academic entities.	1.03.2017	16.03.2017
2.	Quality, Regulations and Standards Team	<u>Revised policy</u> Reviewed and updated information on Learning Resources.	29.01.2020	10.02.2020
		Added information on Teaching Facilities, Learning Technologies and Educational Support to ensure compliance with Sections 2.1, 2.3, 3.2, 3.3 of the HES Framework 2015. Included information on special needs requirements and made reference to availability of counselling services and referrals to development of English language proficiency. Added information on recordkeeping, relevant legislations and relevant Kaplan policies.		
3.	Quality, Regulations and Standards Team	Sydney campus address updated.	21.06.2022	28.06.2022
4.	Quality, Regulations and Standards Team	Added second Perth and Sydney addresses. Removed reference to physical libraries. Updated terminology and included the addition of KBS ELICOS specialists	07.12.2023	08.01.2024
4.1	Quality, Regulations and Standards Team	Added Gold Coast campus address. Minor editing changes	23.02.2023	23.02.2023

4.2	Quality, Regulations and Standards Team	Updated Perth campus address. Removed satellite campuses addresses	01.10.2004	01.10.2004
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