

PROCEDURE		
Ref. to Legislative Frameworks: HESF: Standard 3.3 SRTO: Standard 1.3 National Code 2018: Standard 6.3 / 6.4 / 6.5 / 6.6	Learning Resources and Educational Support	
Version: 5.3	Approved by: Academic Dean	Issued on: 17/09/2021 Review by: 17/19/2023

Revision History

Version	Description of Change	Procedure Developer(s)	Effective Date
5.3	Incorporated procedural elements from the Learning Resources and Educational Support Policy. Removed references to FedUni.	Academic Dean	17/09/2021
5.2	Edited the layout to be consistent with the current template for policies and procedures Updated references to National Code 2018 Replaced the title 'Librarian' with 'Library and Information Resources Coordinator'	Quality Assurance Support Officer	25/01/2018

PURPOSE

This procedure outlines the practices and general guidelines of Academies Australasia Polytechnic (AAPoly) in ensuring the students are provided access to learning resources and educational support to support their studies throughout their enrolment.

SCOPE

This procedure applies to all enrolled students and staff of AAPoly.

DEFINITIONS

Accessible	Can be retrieved and utilised
Learning Resources	Material provided in printed, electronic and online formats for use or loan. Learning resources also include any specialist equipment and software (beyond the standard classroom, laboratory and computer rooms) required to meet the course requirements.
Educational Support	Services and materials provided to support the educational needs of students. This includes services, such as Academic Support, English Language Support and the Learning Management System (LMS).
Loan	Borrowing of a library item.

PROCEDURE

1. Learning Resources

The Chief Executive Officer (CEO) decides on the budget for learning resources for the year during the strategic planning and/or annual budgeting process after reviewing the feedback from the Information Resources Coordinator, Academic Board and Higher Education Courses and Quality Committee.

Existing Courses

Prior to the commencement of the semester, the Academic Dean submits the list of new prescribed and recommended readings to the Librarian, based on subject reviews conducted by the academic team and Lecturer feedback from the previous semester.

New Courses

Once a course has been approved to be delivered, the Academic Dean provides the list of prescribed and recommended readings required for the course to the Information Resources Coordinator.

The Information Resources Coordinator arranges the purchasing of the required reading materials, in line with the annual budget approved by the CEO.

If there are any required specialist software or equipment for the course, the Academic Dean provides the list of the required specialist software or equipment to the It and Facilities Manager for procurement, in line with the annual budget approved by the CEO.

2. Library Information and Resource Management

The Information Resources Coordinator arranges subscription to EBSCO which includes a range of scholarly resources including Academic Search Premier; Business Source Premier; eBooks Subscription (Business Collection); Education Research Complete; Hospitality and Tourism Complete; and, MasterFile Complete. The EBSCO subscription also includes FLIPSTER where students can access digital magazine titles via an electronic carousel in a print look format.

The Information Resources Coordinator also arranges the purchase of the following products each year:

- JSTOR
 - 12 million academic titles (from 250+ Scholarly Publishers)
 - Covering 75 discipline areas
- GALE
 - Academic OneFile
 - General OneFile
 - News
 - 30 Powerpack collections
- SAGE RESEARCH METHODS
 - Supports research at all levels by providing material to guide users through every step of the research process including a full-text title from the Quantitative Applications in the Social Sciences series, or a video tutorial showing research in action.
- SAGE BUSINESS CASES
 - 2,500 case studies
 - Designed to engage students by applying core concepts through the use of examples from the global business environment.

3. Library Item Borrowing and Returning

3.1 Borrow an Item

- a. The student finds the resource by online search via KOHA, asking the Librarian or browsing the collection of books in the library.
- b. If the resource is on loan at the time, the student requests an item or places a hold on an item using the KOHA system.
- c. Once the resource becomes available, the Librarian notifies the student via KOHA. If the requested item is in print, the student must go to the library to pick the item.

- d. The student then proceeds to checkout at the service desk and shows their student card to the Librarian.

3.2 Return an Item

Student returns the book, prior to the due date, to the library at the service desk during the operating hours.

Note: Students in Melbourne campus may drop the book inside the “After Hours Returning Book Box” if they are unable to return it between the operating hours.

4. Accessing Online Resources (Library Database) via LMS

The students are provided access to online resources via LMS by the IT Support Officer upon student enrolment.

The following instructions are also provided to students via LMS (Moodle) Handbook provided at orientation:

- Log into the LMS using their username and password and follows the steps below:
- Go to the Library Resources Menu and click on Online Library.
- Click on “Search the Library” to proceed to the Library Website or access a specific Library Database by going to the appropriate section/tab for the Library Database.
- Click on the link to open the Library Database.
- Within the Library Database search for items using the search box.
 - Articles and eBooks can be read in full by downloading the Full Text of the item. Click on the PDF, EPUB, or HTML Full Text icon to download.
 - For subject specific resources go to the Library Resources section of your LMS Subject Page. Recommended readings for the subject are listed under the Library Resources Guide (LibGuide) heading.
 - Scroll the list of resources and click on the provided links to open the items. If the student hasn’t previously logged in, they will need to log in to the relevant database before the item will open. All login details are provided at the end of the relevant LibGuide.

5. Learning Management System (LMS)

5.1 New course shells are created each semester by the IT Team. The resources uploaded include the following:

- weekly learning resources
- subject guides
- assessments
- library resource guide
- Turnitin and Studiosity information
- educational support services

5.2 Students are enrolled by the IT Team in the course shells on LMS.

5.3 The IT Team provides support to both the staff and students throughout the semester.

GENERAL GUIDELINES

1. Library Operation

- a. The location of the Melbourne AAPoly Library is on Level 7, 628 Bourke Street, Melbourne VIC 3000.
- b. The location of the Sydney AAPoly Library is on Level 7, 333 Kent Street, Sydney NSW 2000.
- c. The operating hours for both libraries are from Monday to Friday, 9:00 am to 5:00 pm all year round except during the campus two-week shutdown period in December to January.
- d. The Library Database is available via LMS 24 hours a day, 7 days a week.
- e. The loan period for reserved items is two hours on campus only. Prescribed textbooks can be loaned for 7 days (including weekends). Other items are available for loan for 14 days (including weekends).
- f. The borrowing limitation is five items.
- g. Loans cannot be renewed to the current book holder if a hold has been placed on the same item. Similarly, loans cannot be renewed if the student has any outstanding loan fees.
- h. Penalties may apply for the late return of borrowed item(s) i.e. generally \$1 per item per business day of delay. Every borrower receives a series of due date reminders and then overdue reminders, via email, before and after the due date. Once overdue fees reach \$20 the item will be marked as lost and the student will be required to pay the full cost of the item and not be allowed to borrow other item(s).
- i. If a library item is lost or severely damaged, the student must pay the item's replacement fees plus any overdue book fees; and will not be allowed to borrow other items.

2. Copyright and Licensing Restrictions

Students and staff accessing AAPoly Library must comply with legislative requirements concerning copyright. They must not copy print, scan or record material borrowed from AAPoly Library, including licensed electronic information resources, in ways that breach the Copyright Act 1968. Items borrowed from AAPoly Library must be used only for educational or research purposes, not for commercial gain.

3. Educational Support

3.1. LMS

AAPoly uses Moodle as the LMS. Moodle is an open-source learning platform that is designed to provide both the academic team and students a single robust, secure and

integrated system. It can be accessed by staff and students either on-campus or from off-campus and is available for use on multiple platforms and devices.

The LMS provides students access to enrolment details, timetable, academic support services such as Turnitin and Studiosity, and channels of communication (i.e. forums) which provide opportunities for students to better engage with other students, academic and support staff both on and off-site.

The LMS Calendar of Events assists students in accessing information on organisational wide activities including social events; assessment reminders and exam information, public holidays and graduations.

3.1.1. Access to Higher Education Subjects

Students have access to all of their subjects via the LMS including the current semester.

Each subject portal contains a subject description, at least 12 weeks of content including PowerPoint material, tutorial resources and activities, supporting materials and assessment information, assessment templates and marking rubrics and, exam preparation. From the subject portal, students can get access to their marks for each assessment and feedback and following the results ratification at the end of the semester, their final grades.

Students have access to assessment marking rubrics to better support the increase in quality, constructive nature and comprehensiveness of feedback via their individual subjects.

3.1.2 Staff Training

Upon commencement, the staff members are provided with LMS access and training by the IT Team. Staff members are given an overview of the functions and services available to them.

New academic staff are provided with the Moodle Handbook (for lecturers) and are provided additional training by the IT Team on how to record, manage and monitor grades/results using the LMS Gradebook.

3.1.3 Back-up and Archiving

The system content of the LMS is backed-up daily by the IT team to ensure that all information and subject content can be restored to ensure continuation of service and student access.

The access to LMS is securely managed and is available continuously (with minimal outages for maintenance) for students and staff (24x7), except for locations, circumstances and external sources that are not under AAPoly's direct control.

3.2 English Language Support

English Language Support is available to all students in the following ways:

- 24 hours a day, 7 days a week Academic and English Language Support offered through Studiosity
- Access to English language support resources via LMS
 - The support resources target English language skill development and provide contextualised English language skills involving academic research, discovery, and blended learning.
 - the LMS provides language development e-learning resources, self-help, and communication forums for students.
- Academic Support Sessions providing English Language Support with course work and assessment tasks
 - Academic Support Sessions provide contextualised English language support, involving opportunities to practice and develop English language and literacy as it pertains to academic tasks and skills. The support enables students to be confident learners equipped with knowledge and techniques to understand and respond to the learning and academic demands of their course. This can include instruction on the following:
 - understanding assessment tasks and analysing the question;
 - adhering to the structure of essays, reports and oral presentations;
 - using databases, search engines and other tools to research;
 - sourcing and researching quality and relevant material;
 - adhering to APA referencing and applying strategies to avoid plagiarism;
 - using academic language such as linking words, phrases and sentence starters;
 - editing one's own writing and using the plagiarism-detection service, Turnitin;
 - CV writing;
 - exam preparation.

If student has English language difficulties, either self-identified or referred by the Lecturers, the Associate Dean (Education) arranges for the English language support for the student as soon as practicable. If the English language difficulties persist, the student will be referred to Discover English (Melbourne) or Academy of English (Sydney) for a placement or diagnostic test.

3.3 Student Counsellors

AAPoly's Student Counsellors play a significant role in helping students cultivate strategies for regulating emotions, attitudes and motivation that may pose a barrier to a student's academic progress. Guiding students to discover how to develop their own practice regimes, how to ask for help, and how to identify their strengths and weaknesses is a critical function of the Student Counsellors. Student Counsellors address self-image and beliefs of students about themselves as a learner that often obstruct the student's ability to tackle new tasks and grow from the process.

3.4 Studiosity

Studiosity enhances academic support by providing free online, 24 hours a day, 7 days a week, one-to-one, personalised academic support to students by providing academic writing feedback within 24 hours.

Studiosity is available on the LMS and has a link to it on every LMS subject page. Once redirected to the Studiosity Student Portal, students initially set up, and consequently log in with a 4-digit numerical pin.

Students then upload files and receive their feedback.

3.5 Turnitin

Turnitin, which is integrated within the LMS, is both an assessment tool used by lecturers as an academic integrity tool used to detect plagiarism, and an educational support tool used by students to check and improve their work.

Students submit assessments to the Turnitin drop box. Students receive a Similarity Report from Turnitin detailing any plagiarism issues within their writing. Students can submit 3 times before the due date to enable editing and improvement.

Lecturers can view the Similarity Report for each student assessment to ensure academic integrity.

Lecturers can grade the assessments with the feedback tools provided with Turnitin Feedback Studio.

RESPONSIBILITIES

- The Chief Executive Officer (CEO) decides on the budget for learning resources for the year. The CEO ensures that the relevant departments are aware of the budget allocation.
- The Academic Dean is responsible for the development and review of this procedure. The Academic Dean provides the list of learning resources required for the courses to the Information Resources Coordinator and IT and Facilities Manager.
- The Information Resources Coordinator arranges for the purchasing of the required reading materials, in line with the annual budget approved by the CEO, and library resources.
- The IT and Facilities Manager is responsible in the procurement of specialist software and facilities required for the course.
- The Librarian is responsible for the day-to-day management of the library resources and operations and for providing library skills/information literacy to students and working with the academic team to ensure that students have access to the latest and relevant material to support their teaching and discipline content.
- The IT Team manages the LMS and provides access and support to the staff and students. The IT Team is responsible in providing LMS training to staff members.
- Designated Head, Student Services (DH-SS) is responsible for communicating this procedure to the students.

FEEDBACK

Queries or feedback about this procedure should be directed to the Academic Dean through academicdean@aapoly.edu.au. The Dean will respond to the written question or feedback within two (2) weeks from the receipt, unless an extenuating circumstance requires an immediate response or action. The feedback and subsequent outcome will be documented in the version register which will form a part of quality assurance and continuous improvement of AAPoly.

References

Source	Document Title	Version/Date
Internal	AAPoly Access to Facilities and Hours of Operation Policy	v. 3.3
	AAPoly Learning Resources and Educational Support Policy	v. 5.3
External	Standards for Registered Training Organisations	2015
	Copyright Act	1968
	Higher Education Standards Framework	2021
	National Code of Practice for Providers of Education and Training to Overseas Students	2018