



## Resource and Facilities Policy and Procedure

### Policy Purpose:

This policy outlines the resources, facilities, technology, and support systems required to deliver high-quality online education to adult learners. It ensures that learners and educators have access to appropriate resources that support effective learning, teaching, accessibility, engagement, and administrative operations.

### Policy Scope:

This policy applies to:

- All learners enrolled in online courses
- Trainers and contractors
- Administrative and support staff
- All digital learning environments and educational resources used by Nature Care College

### Policy Content:

Nature Care College is committed to providing and maintaining adequate resources and facilities to support the delivery of online adult education course programs. Resources will be:

- Appropriate to the learning outcomes of each course program
- Accessible to learners regardless of location
- Maintained and reviewed regularly
- Compliant with relevant privacy, copyright, accessibility, and consumer protection requirements.
- Available in formats that support diverse learner needs.

### Learning Resources

Nature Care College will provide learners with access to learning resources relevant to their course, which may include:

- Digital course materials.
- Workbooks and learner guides.
- Recorded lectures and webinars.
- Reading materials and reference documents.
- Templates, worksheets, and practical exercises.
- Assessment instructions and supporting resources.
- Industry articles, case studies, and research materials.
- Links to external resources such as access to counselling and personal support where appropriate



Learning resources will be:

- Current and accurate.
- Reviewed periodically to ensure relevance.
- Free from discriminatory or inappropriate content.
- Written in clear and accessible language.
- Available electronically through approved learning platforms.

## **Online Learning Facilities**

Nature Care College will maintain suitable online facilities to support course delivery, including:

### **Learning Management System (LMS)**

The LMS will provide:

- Secure learner access.
- Course content delivery.
- Assessment submission capabilities.
- Progress tracking.
- Communication tools.
- Record management.

### **Virtual Learning Environment**

Where applicable, learners will have access to:

- Live online classes.
- Discussion forums.
- Collaboration tools.
- Video conferencing platforms.
- Messaging systems.

### **Technical Infrastructure**

Nature Care College will maintain:

- Reliable hosting services.
- Data backup systems.
- Cybersecurity protections.
- User authentication processes.
- System monitoring and maintenance procedures.



## **Learner Resource Requirements**

Prior to enrolment, learners will be informed of minimum technology requirements, including:

- Computer, laptop, or approved mobile device.
- Reliable internet connection.
- Current web browser.
- Audio capability (speakers or headphones).
- Microphone and webcam where required.
- Access to common software applications where applicable.

Course-specific requirements will be communicated before commencement.

## **Trainer and Facilitator Resources**

Trainers will be provided with access to:

- Course materials and facilitator guides.
- Learning platforms and communication tools.
- Assessment resources.
- Professional development opportunities.
- Technical support services.
- Administrative systems necessary for course delivery.

Nature Care College will ensure Trainers have the skills and resources required to effectively deliver online learning.

## **Accessibility and Inclusion**

Nature Care College is committed to providing equitable access to learning.

Where reasonably practicable, resources and facilities will:

- Accommodate learners with disability.
- Support different learning styles.
- Use accessible formats and technologies.
- Provide alternative methods of engagement and assessment where appropriate.
- Comply with applicable accessibility requirements and standards.

Learners requiring additional support are encouraged to notify Nature Care College so reasonable adjustments can be considered.

### **Learner Support Services**

Nature Care College will provide access to appropriate support services, including:

- Academic support.
- Administrative assistance.
- Technical support.
- Course navigation assistance.
- Referral information for external support services where appropriate.

Support availability and contact details will be communicated during enrolment and throughout the learner journey.

### **Resource Review and Maintenance**

Nature Care College will review learning resources and facilities regularly to ensure:

- Accuracy and relevance.
- Alignment with course objectives.
- Functionality of technology systems.
- Compliance with legal and regulatory requirements.
- Responsiveness to learner and educator feedback.

Reviews may be conducted through:

- Learner surveys and feedback
- Trainer feedback.
- Course evaluations.

### **Information Security and Privacy**

Nature Care College will take reasonable steps to protect learner information and educational resources through:

- Secure access controls.
- Password-protected systems.
- Data backup procedures.
- Privacy management practices.
- Compliance with applicable privacy legislation.

Users are responsible for maintaining the confidentiality of their login credentials



## **Copyright and Intellectual Property**

All learning materials remain the intellectual property of Nature Care College or the relevant copyright holder unless otherwise stated.

Learners and staff must:

- Use resources for authorised educational purposes only.
- Not reproduce, distribute, or modify materials without permission.
- Comply with applicable copyright laws and licensing requirements.

## **Continuous Improvement**

Feedback regarding resources and facilities will be collected and evaluated as part of Nature Care Colleges continuous improvement process.

Improvement actions may include:

- Updating learning materials.
- Enhancing technology platforms.
- Expanding learner support services.
- Improving accessibility features.
- Addressing identified gaps or risks

## **Responsibilities**

### **Directors and Management**

Responsible for:

- Providing adequate resources and facilities.
- Monitoring resource effectiveness.
- Approving improvements and upgrades.
- Ensuring compliance with this policy.

### **Trainers and Staff**

Responsible for:

- Using resources appropriately.
- Reporting issues or deficiencies.
- Maintaining course currency and quality.
- Supporting learners in accessing resources.

## **Learners**

Responsible for:

- Maintaining required technology access.
- Using resources ethically and appropriately.
- Reporting technical issues promptly.
- Complying with Nature Care College policies

**Quality Outcome:** The policy ensures that learners and educators have access to appropriate resources that support effective learning, teaching, accessibility, engagement, and administrative operations.