QF031 Learning Management System Policy

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1. Purpose and Scope

This policy document governs the administration and use of the enterprise learning management system (LMS) at Asia Pacific International College (APIC) which is currently Canvas. The LMS is used in all units of study to support and enhance student learning, facilitate access to learning resources and provide a secure online point of contact between students and staff. This policy governs the management, use and administration of the LMS.

2. Definitions

Item	Definition
APIC	Asia Pacific International College
Canvas	The organisation's Learning Management System
Canvas Instance	An independent Canvas account with three environments: test, beta and production
Course	Unit of Study
DLT	Digital Learning Team
DLT Unit Development	Building of units in Canvas by the Digital Learning Team
ECA	Education Centre Australia
Learning Resources	Materials, applications or activities that are used in teaching a unit and to support research, academic enquiry and the realising of course objectives
LMS	A virtual learning environment containing content, information and tools used in the delivery of a unit and supporting the development of skills
LMS Communities	Developed shells for the sharing of information, resources and research across the organisation's different cohorts
OLS Spreadsheet	Online Learning Space Spreadsheet. A checklist of preparatory tasks and responsibilities for release of units for each teaching period
Rollover of units	Copying of existing units for each teaching period
Shell	An empty container into which unit content is placed and units and communities are built
SME	Subject matter expert
Student Management System	Information software for the management of student data
Third-party Tool	Software that is not native to the LMS and that is either installed or accessed externally
Ticketing System	Canvas support management tool to process and catalogue service requests
Unit	Unit of Study

3. LMS Management and Administration

The Digital Learning Team (DLT) is responsible for the management and administration of all aspects of the LMS including, but not limited to:

a. User interface components and design, navigation links, and tool configuration and availability.
b. Unit components including site design and structure.
c. Third-party learning and authoring tools and other services integration.
d. Managing all units including rollover for each teaching period.

The Digital Learning Team employs standard templates to manage LMS design elements, ensuring consistency for staff and students. Requests for changes to standard templates and configurations within the LMS shall be made to the Manager, Digital Learning Team and, if approved, will follow standard web design practices and principles for inclusivity and accessibility.

4. LMS Use, Operations and Security

4.1 Owing to potential cybersecurity, intellectual property, and privacy policy violations, access to units and communities within the LMS is regulated. Thus, the DLT is unable to provide LMS access to non-ECA persons for instructional related activities unless appropriately authorised. All users of the LMS must authenticate with unique user credentials (unless appropriately authorised). To the extent possible, authentication should leverage ECA provided authentication services. Otherwise, authentication should be in adherence with ECA standards for separate and secure login and password data.

4.2 All users of the LMS must only use the system for the purposes of ECA- and APIC-affiliated activities.

5. Permissions (Units of Study and Community Roles)

Canvas permissions allow users to access certain features and perform specific functions within a Canvas subaccount, unit of study or community. Levels of permission are activated by the DLT. Should users require a change to their level of permission, a ticket must be raised requesting the change (with appropriate approval from the Dean of Higher Education or the Associate Dean of Teaching and Learning, if necessary) at canvas.support@eca.edu.au

Current permissions are as follows:

Permissions	Student	Teacher	Unit Coordinator	Teaching Assistant	Course Designer	Observer
Analytics – view pages	✖	✓	✓	✓	✖	✖
Announcements - view	✓	✓	✓	✓	✓	✓
Conversations – send messages to entire class	✖	✓	✓	✓	✓	✖
Conversations – send messages to individual course members	✓	✓	✓	✓	✓	✖
Course Calendar – add/edit/delete	✖	✓	✓	✓	✓	✖
Course – change visibility	✖	✓	✓	✓	✓	✖
Course – view usage reports	✖	✓	✓	✓	✓	✖
Discussions – create	✓	✓	✓	✓	✓	✖
Discussions - moderate	✖	✓	✓	✓	✓	✖

6. User Access: Units and Communities

The DLT will enrol APIC students, faculty and staff into LMS units and communities as stipulated in 6.1 and 6.2. The DLT will enrol all users in the LMS other than as specified in 6.3.

6.1 Students
The DLT will enrol all students into their respective units from data extracted from the Student Management System and provided by the Registrar's Office before the start of each teaching period. The DLT will also enrol all new students into student communities. The DLT will endeavour to action all enrolment requests within 24-48 hours.

6.2 Staff
The Academic Operations and Compliance Manager will notify the DLT of staff who require access to units and communities by raising a ticket at canvas.support@eca.edu.au. The DLT will endeavour to action all enrolment requests within 24-48 hours.

For returning staff who have been deactivated, the DLT will create a new SIS ID with a number indicating chronological reactivation of the account. For example, firstname.lastname2@apicollege.edu.au

6.3 ECA IT will enrol IT staff in the LMS, and other users as directed by the Dean of Higher Education or the Associate Dean of Teaching and Learning.

7. Deactivation of users

7.1 Student deactivation
The Registrar's Office will send the DLT a list of users to deactivate from the LMS a minimum of 60 days after the end of each teaching period and no more than 90 days.

The DLT is not responsible for technical issues within the Student Management System.

Note: Deactivating students retains all activity in a unit (including assignments, discussions and grades) in read-only mode.

7.2 Staff deactivation
Access will be removed for staff immediately after the effective end date of their APIC employment per standard procedure regarding IT Services. A list of accounts to be closed will be issued by the Academic Operations and Compliance Manager on a periodic basis.

Furthermore, a user's account will be deemed inactive if they have not logged into the LMS at least once over a period of two years. Inactive accounts will be deleted on an annual basis.

8. Unit Management and Unit Creation Process

8.1 Roll over of existing units
The DLT will roll over all Higher Education units that have been approved by Heads of Discipline by the agreed deadline on the APIC Online Learning Space (OLS) spreadsheet.

8.2 Unit data quotas
Data quotas will be placed on all units in the LMS. Instructors are responsible for reducing files within their units by deleting those no longer relevant prior to the commencement of each teaching period. In special circumstances, an increase to the quota can be requested from the DLT by raising a ticket at canvas.support@eca.edu.au. Before a quota is increased, a review of content usage will be undertaken to determine whether a quota increase is indeed required or whether content can be compressed, deleted, or presented in different formats.

8.3 Unit builds
The DLT will support the building of units in collaboration with subject matter experts (SMEs) as agreed with the Dean of Higher Education who can then consider the current workload and capacity. This support may include, and is not limited to:
   a. Shell creation
   b. Homepage design
   c. Interior pages design
   d. Copying and/or uploading of content
   e. Creation of learning resources
   f. Pedagogical assistance
   g. Copyediting
   h. Accessibility check

i. Functional review

The DLT is not responsible for the relevance of unit content provided by SMEs.

8.3.1 Unit build lead time
- Unit builds must be confirmed to the Manager, Digital Learning Team six (6) months prior to their expected teaching period release.
- All unit content from SMEs must be provided to the DLT a minimum of three (3) months prior to the unit's teaching period release.
- Any requirements for unit builds outside the normal schedule will need to be approved by the Dean of Higher Education after consultation with the Associate Dean of Learning and Teaching and the Manager of Digital Learning.

8.4 Publishing of new units
The DLT will publish all new APIC units that have been approved by Heads of Discipline by the agreed deadline on the APIC OLS spreadsheet. It is assumed that such units have previous approval from the appropriate authority.

8.5 Responsibility for content
Content that faculty and other staff create and upload to the LMS is subject to Australian Copyright Law. If copyright-protected material is used, the individual who wishes to use that material is responsible for ensuring correct usage and attribution. Such individuals are responsible for complying with all federal and state laws, APIC rules and regulations, and APIC system and institutional policies.

Unit materials may be used as intended by academic and operational staff, otherwise they may not copy, sell, license, transfer, distribute, or otherwise use or exploit the LMS or any materials on the platform other than their own content.

8.6 Removal of inappropriate content
The DLT shall remove inappropriate content or content that is in violation of APIC policies or contractual agreements upon request of either the Unit Coordinator, Head of Discipline, the Associate Dean of Learning and Teaching, or the Dean of Higher Education.

8.7 Unit archival
The LMS is not a repository for permanent storage of unit materials. The Canvas server is backed up weekly however backups are for full restoration purposes in the event of a systems failure. If any faculty member has deleted or changed any individual items, the DLT cannot, and ITS may not, be able to retrieve them.

If instructors wish to archive units, the following means are available in Canvas.
- Full Course Archive: Creates a permanent record of a unit including all content and user interactions.

- Export Course: Creates a package of the unit content only that can later be imported into another Canvas shell.
- Export Grade Centre: Downloads and saves the Grade Centre as a comma-delimited file for use in a Microsoft Excel spreadsheet.
- Download Assignments: Enables the downloading and saving of student assignments.

The DLT, and specifically the LMS Administrator will, upon request, provide instruction to faculty on how to archive units or specified content.

8.8 Deletion of units
The DLT will delete units upon the request of the Dean of Higher Education. Once units (which includes all unit content, grades, and all student work) have been deleted, retrieval will not be possible.

9. Third-party Application Integration

Requests for the integration of third-party tools can be raised via a ticket to the DLT who will escalate the request to the Dean of Higher Education for approval. Upon approval, the DLT may forward the request to ITS for the purposes of technical evaluation and security and accessibility review. The DLT cannot guarantee the purchase of additional tools.

10. Transfer of Grades

The DLT will transfer all grades from the LMS to the Student Management System once grades have been reviewed by unit coordinators by the due date as specified on the APIC BoE Report Process.

APIC requires all graded work to be stored and protected as outlined in the APIC Student Records Management Policy.

11. Accessibility

The DLT will ensure that units it develops, and any other units requested by the Dean of Higher Education, comply with accessibility guidelines as outlined in the W3C (The Worldwide Web Consortium) standards.

12. System Maintenance

The DLT will notify all users in advance of any LMS downtimes for regularly scheduled maintenance or upgrades.
- It is the responsibility of users to read all notifications posted by the DLT.
- Faculty should consider planned downtimes when scheduling assignments and tests.

13. Canvas Support

13.1 Technical: Students and staff

Requests for Canvas support must be raised via a ticket at canvas.support@eca.edu.au. The DLT will endeavour to respond to all tickets within 24-48 hours.

13.2 Instructional: Staff

- The DLT will provide LMS training to faculty during academic orientation sessions. During this time, information on support options will also be provided. Training to operations staff may be requested on an ad hoc basis.
- Upon notification of employment, the DLT will enrol faculty (and operations staff as requested) in the EdTech Hub community which houses current information and instructions on working with the LMS and other institution-approved digital tools.

13.3 Instructional: Students

- The DLT will provide LMS training to new students during student orientation sessions. During this time, information on support options will also be provided.
- The DLT will ensure that LMS user guides and support information can be accessed by all students via the Student Lounge/Hub.

14. Conduct

The organisation's Student Code of Conduct and Staff Code of Conduct reflect the values of the company and offer guidance for ethical and legally correct behaviour. All users of the LMS are responsible for abiding by the Codes where expectations can apply to the use of and presence in the online environment.

15. Related Documents

- APIC Copyright Policy
- APIC Privacy Policy
- APIC Student Code of Conduct
- APIC Student Records Management Policy
- ECA HR Code of Conduct

16. Relevant Legislation

- ESOS Act 2000
- TEQSA Act 2011
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice Providers of Education and Training to Overseas Students 2018
- The Copyright Act 1968 (Cth) (Copyright Act)

17. Version Control

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