Video Support Calls

At Learning Online, students may request video support calls to receive targeted academic assistance from their assigned tutor. This policy outlines the guidelines and structure of these calls to ensure a productive and supportive experience for all students.

1. Tutor Availability

Tutors are available for video support calls based on their scheduled availability throughout the week. Students may request one to a maximum of two video support sessions per specific area of concern or skill. This ensures targeted and purposeful support is provided where it is most needed.

2. Booking Guidelines

- Students may book up to two video support calls per area of concern or academic skill.
- A student will typically be supported by one tutor, unless enrolled in multiple courses requiring different subject matter expertise.
- Ongoing recurring bookings are not available; each session must be scheduled individually.
- If continued support is needed beyond the initial two sessions, a new concern or skill focus must be identified.
- For students enrolled in multiple courses, support is provided for one skill at a time, with a maximum of two sessions per skill. Students cannot book sessions for multiple modules at the same time.

3. First-Time Support Call

Initial Phone Call Requirement

- The first-ever support interaction may be conducted via phone call or via our helpdeks.
- This introductory phone call is designed to:
  1. Identify the student's academic support needs.
  2. Define how future sessions will be structured.
  3. Determine if a video call is appropriate for future support.
- A video call may be scheduled no sooner than one week after the initial phone call.

Helpsite Application & Pre-Call Requirements

- Students may be asked to apply for support via the Helpdesk or Helpsite before booking a video support call.
- As part of the application, students may be required to submit examples of their work (*e.g., photos or videos*) to help tutors assess the area of concern.
- Applying for video support does not guarantee a session. Alternative support options may be offered if they are deemed more appropriate for the student's needs.

4. Goal-Oriented Support

Each video support call should aim to achieve a clear academic goal. Examples may include:

- Preparing to submit an assignment.
- Completing a specific task or activity to discuss during the next session.
- Exploring or practicing a concept in preparation for future learning.

These goals help ensure that each session is focused, relevant, and helpful.

5. Session Duration & Limits

- Each session is scheduled for a maximum of 30 minutes.
- Students may book up to two sessions per area of concern or skill
- Students cannot be scheduled for two consecutive sessions.

6. Attendance and Missed Sessions

Students are expected to attend all scheduled support sessions. Failure to attend without prior notice may impact the ability to book future support calls. This helps ensure fair access to tutor time and maintains the integrity of the support system.

If a student is unable to attend a session, advance notice (within 24 hours) should be given whenever possible to allow the session to be rescheduled. If a student is late or not organised for the session, the session will only be able to be run at the booked timeframes and no longer.

7. Calendar Management & Rescheduling

Tutors will regularly manage their calendars to avoid overbooking. If rescheduling is necessary, students will be notified in advance and offered a new time within the tutor's designated support days.