The Learning & Teaching Unit (LTU) works to create a culture of excellence in learning, teaching, research and research education that is collaborative, innovative and inclusive. We provide high quality, responsive services to students and staff across the University.

THE LTU COMMITMENT

Multi-disciplinary advice
- All students have access to the following services through LTU: learning advice, counselling services, and careers & employment advice.
- We offer further specialised services for students with disabilities or medical conditions, international students, and higher degree research students.
- Staff have access to the following services through LTU: development of scholarly approaches to teaching, academic development, online education support, student support, supervisor development, and assistance for staff to develop internal and external grants & awards.

Service
- We listen with care to identify the needs of UniSA students and staff, and ensure they receive the most appropriate professional service.
- Students receive a response to their enquiry within 24 hours (1 business day) of initial contact with an LTU office.
- We encourage feedback as part of our continuous improvement approach.
- If we can’t answer an enquiry, we will identify the UniSA service that can, and assist the students & staff to contact that service.
- We foster a culture which values the diversity of students and staff.

Confidentiality
- Enquiries are handled with sensitivity, discretion and appropriate levels of confidentiality in line with the LTU Confidentiality Statement (see http://www.unisa.edu.au/ltu/service/confidentiality.asp).

Enhancing student success
- We encourage the development of independent learning skills that will enable success at UniSA and beyond.
- We operate in collaboration with academic staff to work with students at a group or individual level through our service teams.
- We encourage students to take responsibility for their learning and wellbeing by seeking our assistance.

Accessibility
- Services are provided in a range of ways including face-to-face sessions, online, print resources, and telephone and email.
- All LTU offices are open to students and staff on each metropolitan campus between 8.45am and 5.00pm, Monday to Friday (public holidays excluded) – student demand will be monitored, and where possible opening hours will be adjusted in response.
- We monitor student demand for appointments with LTU staff and where possible adjust the number of appointment opportunities as appropriate.
- Our web-based resources are current and comply with web accessibility guidelines.