

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.

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### **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.