

Studiosity

Education Policies

**Policy and Methodology for
Studiosity learner support**

Foreword from our Founder



More than a decade ago, a Sydney-based company changed Australia's education landscape. We found a way to efficiently share a vast network of experts with students desperate for personal assistance.

From the outset, our mission has been to provide the highest quality, ethically-sound education support. At Studiosity, we take this goal seriously. It underpins the excellent level of service we strive to provide for all our partners.

This document describes Studiosity's policies and represents more than a decade's development by our education experts, in consultation with thousands of professors, teachers, and students. We stringently adhere to these policies and I hope they provide you with confidence in the quality and intent of every one-to-one learning experience we deliver.

I personally welcome your feedback at support@studiosity.com.

Best wishes,

Jack Goodman

Founder and Executive Chairman

studiosity.com

Pedagogy



Studiosity's pedagogy has a foundation in constructivist methodology and problem-based learning.

In practice, students are encouraged to identify and describe the core of their question prior to joining a session. This ensures students are engaged with the content surrounding their problem and are prepared to utilise a collaborative learning approach to reach the solution.

Once in session, Subject Specialists and students engage in active dialogue through guided questioning to establish a student's current level of understanding, what is not known, and what is required to bridge and scaffold their knowledge gap. Students need to be actively engaged with the question during the learning session to ensure a sound educational outcome is achieved.

Where additional help through self-directed learning, reading, or assistance from a teacher is considered beneficial to enable the student to acquire a better understanding of concepts beyond what can be achieved during a session, the student is advised to reach out to their teacher or course convenor.

Studiosity's foundation principle is to deliver educational experiences that are academically rigorous, honest, ethical, and transparent, in line with our Academic Integrity Policy.

Students should always leave learning sessions with either a clearer understanding in relation to the question posed, and how to solve similar queries in the future, or what they need to do to progress their learning further.

Code of Conduct

The Studiosity Code of Conduct, together with our Academic Integrity Policy, provides clear guidelines and expectations around the behaviours and attitudes required of all Subject Specialists and staff.

Studiosity expects all Subject Specialists and members of the team to act in a professional, ethical and caring manner, with a view to building on the already good reputation of the Company and to strengthen relationships with students, clients and the education community.

The Studiosity Code of Conduct is based on four (4) key principles:

1. **Respect**

- Treating colleagues, clients, students and the community with respect and courtesy at all times;
- Respecting and valuing individual differences;
- Not engaging in behaviour that discriminates, harasses or bullies other people; and
- Valuing the work of others and working cooperatively.

2. **Integrity**

- Acting professionally, ethically, honestly and courteously in all dealings;
- Refraining from making disparaging, misleading or untruthful comments about other Subject Specialists, students, clients or the community;
- Avoiding situations where personal interests are, or appear to be, in conflict with the organisation's interests; and
- Not accepting inducements or gifts from students, Subject Specialists or clients.

3. **Performance**

- Committing to quality performance, individually and as an organisation;
- Conducting duties and operating in compliance with all applicable laws;
- Continually developing and maintaining professional competencies and knowledge;
- Working in a safe manner consistent with Studiosity policies and procedures; and
- Not engaging in any conduct that may potentially damage the reputation of Studiosity, its clients, and partners.

4. **Caring**

- Supporting and being empathetic towards colleagues', students', clients' and the community's needs;
- Providing educational services and support which exceed student and client expectations;
- Quickly building rapport with clients and students to ensure effective learning outcomes; and
- Building confidence and self-esteem in students.

All staff and Subject Specialists must comply with this Code of Conduct and the Academic Integrity Policy, with breaches being treated seriously.

Subject Specialist Certification Process

We are proud of the talented individuals on the front line of our service. Only the best have what it takes to join the Studiosity Subject Specialist Network.

Universities, schools, TAFEs, governments, and community partners take education seriously; that's why all our Subject Specialists undertake rigorous screening, recruitment, and on-boarding processes. For over a decade our stringent standards have been appreciated and applauded throughout the education industry.

Studiosity utilises an Applicant Tracking System to automate the recruitment process. Only a small percentage of initial applicants successfully progress through all stages to become Subject Specialists in the service.

The recruitment process has five major stages:

1. **Meeting our recruitment criteria**

Applicants must be (minimum) degree qualified, with tutoring experience and have a clear criminal record/ working with children check (or proof of application)

2. **Subject knowledge testing and assessment**

Applicants must complete extensive subject-specific tests and assessments to determine subject knowledge as well as ability to interact in an online environment.

3. **Qualification and child protection/ criminal record clearances**

All Subject Specialists must provide certified copies of their academic qualifications, including transcripts, and relevant to their location, all Subject

Specialists must provide and maintain current industry-standard Child Protection and criminal records screening clearances.

4. Induction and onboarding

Our Subject Specialists undertake a number of modules with inbuilt assessments delivered in our Learning Management System (LMS) focused on our pedagogy, policies and procedures. They also have access to an online 'sandbox' environment to enable them to familiarise themselves with our service platform and 'exemplars' of gold standard service delivery to ensure they are clear about our standards of service.

5. Ongoing mentoring and monitoring

All new recruits are assigned a mentor from our Quality Assurance team who tracks their sessions/ reviews within the service and provides feedback during their probation period. Once assessed as competent in all components of our quality checklist, the Subject Specialist is converted from probation status to Level 1 competency. To achieve higher levels, professional development modules and activities need to be completed, in addition to a benchmark number of hours completed within the service.

Subject Specialists are continuously monitored by our Quality Assurance teams and are provided with continuous development feedback and support from the mentoring team associated with each of our services.

The Fair Use Policy



The Fair Use Policy is core to Studiosity's best practice model. The Fair Use Policy aims to ensure that high quality sessions are provided consistently, which builds trust and credibility with our clients and the community.

Session Length and Breadth

Studiosity recommends the average learning session run for as long as it's necessary to achieve an educationally sound conclusion. Our data suggests this to be approximately twenty minutes, in which time a student will usually ask between one or two questions.

Studiosity defines an "educationally sound conclusion" as one that thoroughly works through a student's question and provides the student with knowledge about how to answer a similar question in the future. It is not appropriate for Subject Specialists to

leave a student's question wholly or partially unfinished without advising the student that they are required to receive further clarification from their teacher or lecturer.

Core Skills Approach / Core Skills Policy



During a session, it sometimes becomes apparent that the student lacks a 'core skill' that is necessary to understand and work on the question at hand. Core skills include basic skills such as spelling, punctuation, grammar, as well as higher level concepts such as text analysis, metaphors, and thematics. In these situations, the Subject Specialist identifies the core skill that is missing and discusses this with the student, so that they are better placed to continue with their original question.

Subject Specialists will discuss a core skill when either:

1. A student enters a session to ask directly about a concept they do not understand, or;
2. A student presents a significant gap in their understanding of the processes involved in the question they are currently working on.

The Core Skills Policy ensures that the problematic concept is clearly explored in general terms, so that the student is able to apply their new understanding of the concept to their question and similar questions in the future.

Provide Help, Not Answers



Studiosity's approach to providing learning support is based around scaffolding, empowering and building capacity within students to enable feedforward, continual learning and advancement. The main role of our Subject Specialists is to facilitate learning outcomes through guided questioning and not to simply provide answers to questions. Our Subject Specialists provide tools, assistance, and support in line with our Academic Integrity Policy.

Communication



The Studiosity service provides assistance to a broad range of students from diverse learning environments. Regardless of the year level selected by the student, Subject Specialists will adapt in-session communication to meet their level of understanding.

Subject Specialists will make an initial assessment of the student's level of literacy and understanding based on their initial communication. Should students display a high language level and make use of correct spelling and grammar while outlining what they'd like to discuss, Subject Specialists will gradually increase to more complex language, while still being clear and direct in their explanations.

When a student appears to be struggling with a particular concept, no matter the level of language they possess, positive dialogue through guided questioning can often help students to cross the threshold in their learning and progress to reaching an answer. Students with literacy and language difficulties may take a little longer to respond within a session, and Subject Specialists will encourage the student to take their time and think through what they want to say.

At all times, Subject Specialists will act in a professional, respectful, clear, and appropriate way, using language suitable for students during sessions.

Writing Support and Essay Review

Studiosity provides two support avenues for students seeking assistance with their writing tasks – Studiosity Connect Live, and Studiosity 24/7 Writing Feedback.

Students connecting through the Studiosity Connect Live service are looking to discuss particular points, techniques, text analysis, grammar, core skills, or approaches to deconstructing an essay question, not those looking for a review of an essay draft or longer piece of text (more than 500 words).

Students that have completed a draft of their work are encouraged to submit it to the 24/7 Writing Feedback service for comprehensive feedback and advice. The Writing Feedback service is a bespoke, asynchronous platform that allows full review of a student's work in terms of academic literacy (we do not review content, as this is outside the scope of our service), which is returned to the student within 24 hours of submission.

The Writing Feedback platform provides a review of student work based on the following areas:

- Structure

- Language choice
- Argument/Idea development
- Referencing
- Spelling and grammar issues

Feedback is provided via in-text annotations and related comments, as well as a comprehensive feedback summary. Consistent with our Provide Help, Not Answers Policy, Subject Specialists do not directly edit or change the content of scripts, or add content to improve clarity or understanding.

Feedback on spelling and grammar is provided by identification and highlighting of commonly made mistakes that may be systemic to the document, and are highlighted, addressed, and discussed, incorporating examples where appropriate and allowing for the student to apply these learnings to their document and writing in general. Students can, and should, seek support via the Studiosity Connect Live service if they need to discuss an identified aspect of grammar or spelling in detail. This ensures that reviews conform to our Academic Integrity Policy and Subject Specialists do not provide a proofreading service.

Contact



academicservices@studiosity.com