Tiered Service Model for Learning Experiences

The Tiered Service Model for Learning Experiences describes our approach to developing information and digital literacy skills in our students. The Library contributes to education for undergraduate, postgraduate coursework and HDR students through a combination of online, in-person and self-help resources.

The Model

The service model outlines how Academic Services supports the development of information and digital literacy skills at different levels. The Library uses the University's definition of information and digital literacy, developed through the graduate qualities project. The Library was involved in the definition and development of the rubric for measuring attainment of this graduate quality.

	University-wide	**Faculty or subject-specific**	**Bespoke**
Definition	Learning experiences that support the development of universal IDL skills, including: • Workshops • Learning objects • Drop-in sessions	Learning experiences that support the development of IDL skills that are transferrable across subjects, including: • Workshops • Learning objects • Drop-in sessions	Learning experiences that provide unit-level support for coursework students in core (or equivalent) units of study, including: • Assessment codesign • Workshops • Learning objects
Examples	EndNote workshops, Strategic Publishing Toolkit, Going Beyond Google (OLE)	Ready for Health Research, Metrics for HDRs in STEMM Disciplines	PHAR1811 Foundations of Pharmacy rubric, LAWS1024 legal research modules Information and digital literacy case studies
Benefits	• Broader support for IDL skills development	• Broader support for IDL skills development	• Direct contribution to assessment and IDL skills development • Alignment with the Graduate Qualities