

Online Service Standards Policy

Purpose

To ensure a quality learning experience online.

RTO 22215 offers a range of courses that are delivered partly online as a component of a blended delivery model. HRTC and RISC are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

Student support

RTO 22215 will provide the following support to students studying any aspect of their course online:

Trainers /assessors

- Will be available for queries about learning and assessment by phone, email and online chat between 9:00 p.m. and 4:00 p.m. Monday to Friday for the duration of the course.
- Will reply to queries within 24 hours (excluding weekends and public holidays) and assessment will be returned within 7 days.

Administrative support

- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours (excluding weekends and public holidays).

IT support helpdesk for technical queries

- Will be available via phone, email and online chat between 9:00am and 4:00pm Monday to Friday.
- Will reply to queries within 48 hours (excluding weekends and public holidays).

Support Services

- Referral to counselling service is available by contacting the Executive Officer by phone or email.
- Assistance with training and assessment tasks is available by attending our classroom in Bendigo 9.00 a.m. to 4.00 p.m. Monday to Friday or Melton 9.00 a.m. to 4.00 p.m. Tuesday and Wednesday. Assistance may be in the form of trainer/assessor support and/or use of IT resources including internet. Appointments are preferred.

Student entry requirements and induction

RTO 22215 conduct a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your level of digital literacy, by:

- Asking you to undertake an online Language, Literacy and Numeracy (LLN) quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you and identifying additional support where required.

RTO 22215 use a Training Tracker (TT) Learning Management System (LMS) for the online component of our course delivery.

The following are the minimum technology requirement to enable optimal access to the TT and LMS:

- A device connected to the internet
- Internet browser, preferably Google Chrome.

Content is not available on handheld devices including mobile phones and tablets.

An introductory document to the LMS is provided to students upon enrolment and trainer/assessor induction assistance is provided during the first contact after enrolment.

Learning materials

RTO 22215 ensure the learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio

Student engagement

RTO 22215 provide an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

Ongoing feedback will be provided as you study through:

- Interaction with trainers/assessors in informal discussion forums
- In response to individual queries and in relation to tasks you complete.

Mode and method of assessment

A minimum of two forms of assessment will be used for each unit of competency.

Forms of assessment will include:

- Online quizzes
- Assignments
- Worksheets
- Demonstration of practical skills.

Trainers and assessors

- All trainers and assessors delivering online content as part of a blended delivery model at RTO 22215 are experienced in online delivery and have undertaken professional development in online delivery