

Online Course Delivery and Service Standards Policy and Procedure

1 Purpose and Scope

The purpose of this policy is for AIE Online courses to help students acquire technical skills and online learning which is important to the pursuit of their academic and career goals. By teaching online courses, AIE seeks to support student's professional growth and development. AIE is committed to providing students and faculty the support and resources they need to succeed as participants in online education.

The scope of this policy is for AIE staff.

2 The Policy

This policy governs the use of the following resources:

- a. phone support during business hours
- b. access to tutorials, guides, FAQ and knowledgebase
- c. Canvas
- d. Adobe Connect
- e. Help Online
- f. Wisenet.

For the use by AIE staff to support students.

These resources provide a robust set of tools enabling:

- a. Posting and accessing course announcements, materials, and assignments
- b. Communicating with course participants
- c. Sharing documents and projects with instructors and classmates.

3 Implementation

The Board of Directors are responsible for the approval of this policy after it has been drafted or reviewed by HOS online campus.

The policy is to be implemented via induction and training of staff and distribution via the AIE Intranet and other publications as required.

4 Procedure/s

4.1 Student Support

Online courses at AIE are provided through Canvas and Adobe Connect and managed by administration staff.

4.1.1 Trainers and Assessors

Trainers and Assessors are available for queries about learning and assessments by emailing the Help Online service desk for the duration of their enrolment. The Help Online service desk is monitored consistently from 9:00am to 6:00pm business days but frequently outside these hours when assessments are due or new subjects are starting. The contact email for the Trainer/Assessor is provided to student after their enrolment, however keeping contact with the Trainer/Assessor via the Help Online email is encouraged so response times and responses can be monitored and placed in student's records where required. Enquiries are usually replied to within 48 business hours (quicker for urgent items), and feedback on assessments is given within two weeks after first submission. Students are given access to one on one assistance via the Open Room every Friday from 10:00am to 10:00pm. Students can book sessions by emailing the Help Online system or drop in as required throughout the time.

4.1.2 Admin Support

Administrative support is available to students via phone and email between 9:00am to 5:30pm Monday, Wednesday and Friday and 9:00am to 5:00pm Tuesday and Thursday. Enquiries will be replied to within 24 business hours.

4.1.3 Support Services

Students can be provided study support, scholarships for disadvantaged students and information services about career pathways.

4.1.4 IT Support

IT support is available via phone, email or online chat between 9:00am to 5:00pm Monday to Friday. Enquiries are replied to within 24 business hours and administration staff will help escalate urgent problems. Where required, remote access assistance can be arranged.

4.2 Student Entry Requirements and Induction

AIE conducts a Pre-Training Review for all prospective students and an interview with prospective students for the Diploma and Advanced Diploma to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review potential students are asked to give a self-assessment of their digital skills and ability to access online training, as well as their LLN skills.

At the beginning of training, students are introduced to Canvas via an orientation session. The orientation session is recorded and available to students to re-watch in their own time. A Canvas tutorial is available for students. Students can also access Canvas, Connect and Help Online through a smart phone or tablet. The following are the minimum recommended information technology requirements to enable optimal access to and immersive engagement in AIE Online courses:

- a. Access to ADSL 2 and faster internet
- b. Headset with microphone
- c. Computer with a minimum of 4GB RAM, 500GB hard drive and Intel i5 or similar processor
- d. Microsoft Windows 10.

4.3 Learning materials

AIE ensures that learning materials used in online training are interactive and are presented in a variety of formats to optimise the learning experience. Learning materials cover all aspects of a unit

of study so that students have all the necessary information to satisfactorily complete the unit. AIE is committed to meeting the principles of the Web Content Accessibility Guidelines by providing online learning and assessment content that is perceivable, operable and understandable by the broadest possible range of users and compatible with a wide range of assistive technologies, now and in the future. Learning materials are presented in a variety of formats, including the following:

- a. Guided content
- b. Graphics
- c. Video and audio
- d. Session PowerPoints
- e. Webinars
- f. Class recordings
- g. Discussion forums.

4.4 Student Engagement

AIE provides an online learning experience that is engaging and interactive. AIE administration monitors student participation and course progress to provide early interventions and support where required.

Collaborative learning opportunities are provided so that students can interact with peers. Collaborative learning opportunities are provided through:

- a. Discussion forums
- b. Webinars
- c. Live class sessions.

Ongoing feedback will be provided throughout a student's course progress. Feedback is provided via:

- a. interaction with trainers/assessors in discussion forums and live classes
- b. in response to direct individual queries and in relation to tasks students complete
- c. in response to each assessment submission.

Trainers and admin staff contact students who do not join live sessions within 1 month of the course commencement date or who do not engage with the online resources at least once per month. Students who don't join live sessions, or engage with the online resources, and do not reengage after several attempts at contact have been made will be deemed to have withdrawn from the course.

4.5 Mode and method of assessment

Forms of assessment could include:

- a. Knowledge questions
- b. Projects and assignments
- c. Case studies
- d. Portfolios
- e. Demonstration of practical skills.

Video technology may be used for any of above.

4.6 Trainers and assessors

All trainers and assessors delivering online courses at AIE have undertaken professional development in online delivery which includes:

- a. Formal/informal qualifications in online training
- b. Training on how to manage and administer training using the learning management system
- c. Webinars
- d. Participation in staff discussion groups to share ideas for improvement.

Ongoing professional development is available to online teachers.

5 Definitions

Adobe Connect

A web browser plug-in-based app, used to deliver the live online class sessions, which are recorded and available to students in Canvas.

Canvas

The Learning Management System AIE utilises to deliver online course content to students.

FAQ

Frequently Asked Questions.

Help Online

AIE's Zendesk service desk, which is the system for providing ticketed email support, FAQ and knowledgebase for students.

LLN

Language, Literacy and Numeracy test.

Open Room

An online live session where teachers from all disciplines are available to assist students one on one with any subject.

Pre-Training Review

Formal process to check the course suitability for the student and level of digital literacy.

Wisenet

The Student Management System AIE utilises which is integrated with Canvas for student profiles, courses, units and enrolments.

6 Related Documents

The following documents are related to this policy:

- a. Online Enrolment Policy
- b. Online Student support Policy
- c. Assessment Policy for online students
- d. Skills First Contract V3.0
- e. Skills First Quality Charter

The following legislation and standards are related to this policy:

- a. Standards for Registered Training Organisations-2015

7 Revision

This policy will be reviewed annually or whenever new guidelines are published by Department of Education and Training.

8 Revision History

Approval Authority	Prepared/revised by	Revision	Change	Date Approved/updated
	Lea Michael	<input type="checkbox"/>	<input checked="" type="checkbox"/>	05 September 2019
	Vicki De Margheriti	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10 September 2019
	Nick Markesinis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	13 April 2021