

# Online Course Delivery and Service Standards Policy and Procedure

## 1. Purpose and Scope

This policy outlines the service standards for AIE courses delivered online. This policy governs the use of the following resources for the use by AIE staff to support students:

- a. Phone support during business hours
- b. Access to tutorials, guides, FAQ and knowledgebase
- c. Canvas
- d. Adobe Connect
- e. Zoom
- f. Microsoft Teams
- g. Help Online
- h. Wisenet.

This policy applies to AIE Administration, Faculty, Heads of Faculty, and Heads of School.

## 2. The Policy

By teaching online courses, AIE seeks to support the professional growth and development of learners. AIE is committed to providing learners and faculty the support and resources they need to succeed as participants in online education.

## 3. Implementation

The Board of Directors is responsible for the approval of this policy after it has been drafted or reviewed by the National Compliance Officer and the Head of School, 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. Learner Support

Online courses at AIE are provided through Canvas, Adobe Connect, Zoom and Microsoft Teams and are managed by Campus Administration.

Learners can access support via the following methods:

<p><b>Help Online</b> <a href="mailto:online@aie.edu.au">online@aie.edu.au</a></p>	<ul style="list-style-type: none"> <li>• Ticketing support system available to all learners enrolled with the Online Campus.</li> <li>• Monitored 9:00 am – 6:00 pm Monday–Friday (except for public holidays/staff shutdowns)</li> <li>• Monitored by Online Campus Trainers/Assessors and Campus Administration.</li> <li>• Response times generally within 48 business hours.</li> <li>• Email address provided to all enrolled learners via their Welcome Letters.</li> </ul>
<p><b>Open Room</b></p>	<ul style="list-style-type: none"> <li>• Live one-on-one assistance from a trainer/assessor is available to all learners enrolled with the Online Campus.</li> <li>• Available every Friday 10:00am-10:00pm (except for public holidays/staff shutdowns)</li> <li>• One on one trainer/assessor assistance.</li> <li>• Bookings can be made by emailing the Help Online email.</li> <li>• Drop-in sessions also available, depending on demand</li> </ul>
<p><b>Campus Administration</b></p>	<ul style="list-style-type: none"> <li>• Can be reached via the campus email, or phone</li> <li>• Available 9:00 am – 5:00 pm Monday–Friday</li> <li>• Response times generally within 24 business hours.</li> </ul>
<p><b>Support Services</b></p>	<ul style="list-style-type: none"> <li>• Additional support services may be available upon arrangement with the Head of School or delegate. Please see the <i>Learner Progress Policy and Procedure</i>.</li> </ul>
<p><b>IT Support</b> <a href="mailto:it@aie.edu.au">it@aie.edu.au</a></p>	<ul style="list-style-type: none"> <li>• Available via phone or email.</li> <li>• Available 9:00 am – 5:00 pm Monday–Friday</li> <li>• Response times generally within 24 business hours.</li> <li>• Remote access assistance can be arranged</li> </ul>

## 4.2. Learner Entry Requirements and Induction

AIE conducts a Pre-Training Review for all prospective Diploma, Advanced Diploma and Graduate Diploma learners 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.

AIE Certificate level courses have no entry requirements. Hardware and software requirements for online learners are specified on the AIE website, and again in course Welcome Letters.

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.

Students can also access Canvas, Adobe Connect, Zoom and Microsoft Teams 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:

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

## 4.3. Learning materials

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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

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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. See *Learner Progress Policy and Procedure*.

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
- d. Team projects.

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 be non-genuine learners and their enrolment cancelled. See *Learner Progress Policy and Procedure* and *Cancellation of Learner Enrolment Policy and Procedure*.

## 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 PD is available to online teachers. PD may also be available to non-Online trainers.

## 5. Definitions

The following definitions apply to this policy:

Term	Definition
<b>Adobe Connect</b>	A web browser plug-in-based app, used to deliver the live online class sessions, which are recorded and available to students in Canvas.
<b>Canvas</b>	The Learning Management System AIE utilises to deliver online course content to students.
<b>Help Online</b>	AIE's Zendesk service desk, which is the system for providing ticketed email support, FAQ and knowledgebase for students.
<b>Language, Literacy and Numeracy (LLN)</b>	LLN refers to the key communication skills that underpin both broader workplace skills and vocational learning skills. These skills include speaking, listening, reading, writing and using numbers.
<b>Open Room</b>	An online live session where teachers from all disciplines are available to assist students one on one with any subject.
<b>Pre-Training Review</b>	Formal process to check the course suitability for the student and level of digital literacy.
<b>Wisenet</b>	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. Application and Enrolment Policy and Procedure
- b. Assessment Policy and Procedure
- c. Cancellation of Learner Enrolment Policy and Procedure
- d. Learner Access, Equity and Equality Policy and Procedure
- e. Learner Progress Policy and Procedure
- f. Skills First Contract v3.0
- g. Skills First Quality Charter.

**The following legislation and standards are related to this policy:**

- a. Standards for Registered Training Organisations (RTOs) 2015.

## 7. Revision

The National Compliance Officer will review this policy annually or whenever new guidelines/legislation are published.

## 8. Revision History

This policy has undergone the following revisions:

Version No.	Version Description	Contributor(s)	Approval Authority	Date Revised/ Approved
1.0	Creation of policy; approved by Board of Directors and published.	<b>Lea Michael</b> (Head of School, Canberra & Online Campuses) <b>Vicki De Margheriti</b> (Chief Executive Officer)	BOD	10 September 2019
1.1	Style/formatting update.	<b>Nick Markesinis</b> (Intranet Content Coordinator)	-	13 April 2021
1.2	Expanded procedures to meet the requirements under the Skills First Funding contract, and cover all AIE courses delivered online, not specifically Online Campus courses; updated to latest style template.	<b>Charlotte Pichelmann</b> (Assistant National Compliance Officer) <b>Nick Markesinis</b> (Intranet Content Coordinator)	-	17 October 2022