ONLINE SERVICE STANDARDS

Are-Able Education and Training offers a range of courses that can be delivered partly online. We are committed to providing a quality learning experience for students no matter which mode of delivery is undertaken. These online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

Are-Able Education and Training will provide the following support to students studying any aspect of their course online.

Trainers/assessors

• Available for queries about learning and assessment by phone, email and online chat for the duration of the course. Times as agreed with your individual trainer.

• Will reply to queries within 2 business days.

• Assessments will be returned within 5 business days.

Administrative and IT Support

• Available by phone and email between 9:00am and 5:00pm Monday to Friday.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Are-Able Education and Training conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This will include assessment of your digital literacy, by:

• Asking you to undertake a self-assessment quiz

• Discussing the quiz outcomes and making recommendations about whether the course is suitable for you. Any required additional support required will be identified and documented here.

LEARNING MATERIALS

Are-Able Education and Training ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

• Guided content

• Graphics

• Video

• Audio

• Interaction through discussion forums and webinars

The principles of the Web Content Accessibility Guidelines are applied to our learning materials, by ensuring that they are: perceivable, operable, understandable and robust.

STUDENT ENGAGEMENT

Are-Able Education and Training provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

Collaborative learning opportunities will be provided so that you can interact with peers, through

• discussion forums

• webinars.

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:

• knowledge questions

• projects

• case studies

• demonstration of practical skills

Where students are asked to demonstrate competency in practical skills, video technology will be used.

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at Are-Able Education and Training are experienced in online delivery and have undertaken professional development in online delivery, which includes:

• Professional development in online training

• Participation in reference groups of online trainers and assessors, who meet and share ideas