AVTES ONLINE SERVICE STANDARDS

AVTES offers a range of courses that can be delivered wholly or partly online. We 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.

Online training and assessment is defined as delivery of supervised training and/or assessment via the internet.

It **does include** when supervised training or assessment is happening, but the student and trainer are not in the same location, for example:

- ☑ video conferencing
- ☑ virtual classrooms

It **doesn't** include:

- ☒ where the internet is used as part of learning in a classroom or face-to-face setting
- ☒ when a student is using the internet to do homework or to upload assessment tasks

STUDENT SUPPORT

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

Trainers/assessors

- Are available for queries about learning and assessment by phone or email between 9:00am and 5:00pm Monday to Friday for the duration of the course.
- Will reply to queries within 48 hours. Queries received over the weekend will be followed up on the next business day.

Administrative Support

- Are available by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 24 hours.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

AVTES conducts a comprehensive Pre-Training Review for all prospective students enrolling in a full qualification to determine whether the qualification course is suitable and appropriate for their individual needs. This includes an assessment of digital literacy by having a detailed discussion on your capability and making recommendations about whether the course is suitable and identifying additional support where required. Short courses that are delivered online are not subject to the same comprehensive pre-training review.

All student's enrolled in an online course are given comprehensive instructions on how to access and use the Learning Management System, features of the learner portal, details on the course material and assessment requirements and AVTES Trainer support.

AVTES uses a learning management system (LMS) for online course delivery. The following are the minimum information technology requirements to enable optimal access to the LMS:

- A desktop or laptop computer (with 4GB memory and 1.8Ghz processor), however many aspects of the course can be accessed via smartphone or tablet.
- Microsoft Office 2013 or later. Apple's Pages or Google docs. Please note, students using, Apple's Pages or Google docs must convert their work to either a Word document or PDF before submitting.
- A reliable internet connection with the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge or Safari.

LEARNING MATERIALS

AVTES 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

In addition, learning materials are designed to comply with the high-level principles of the Web Content Accessibility Guidelines 2.1 (WCAG) in such a manner as to ensure content is:
- **Perceivable** – students must be able to perceive the online information presented to them.
- **Operable** – students must be able to easily operate and navigate online.
- **Understandable** – students must be able to understand and use the online interface.
- **Robust** – content can be interpreted reliably by a wide variety of tools, including assistive technologies, such as screen readers.

STUDENT ENGAGEMENT

AVTES 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.

Ongoing feedback will be provided as you study through:
- interaction with trainers/assessors in informal discussion
- in response to individual queries and in relation to tasks you complete

Short Courses

A student enrolled in an online short course will receive an automated reminder email mid-way through the enrolment and then another reminder email, five days before the course is due to expire. Should there be extenuating circumstances that prevent completion of the short course it is the learner's responsibility to initiate contact with AVTES in response to the final reminder to avoid being withdrawn from any incomplete units/studies which will occur automatically after a short course expires.

Trainer support is provided for online short courses via email during normal business hours. This support is for the course requirements only and does not include IT support. IT support and troubleshooting should be sought via alternate means.

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment may be used for each unit of competency but may include more. Forms of assessment will include a range of the following:
- knowledge questions
- projects
- case studies
- demonstration of practical skills.

Where students are asked to demonstrate competency in practical skills, video technology such as Smart phones, Zoom or Skype may be utilised.

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at AVTES Training are experienced in online delivery and have undertaken professional development in online delivery.