

## **SUMMARY**

Phillips Institute is committed to providing a quality learning experience for all students.

Many Phillips Institute programs are delivered as face-to-face, classroom-based training, often combined with placements in a suitable work environment. In 2020, due to lockdown restrictions, in March we decided to close classroom-based training and have temporarily transferred these classes to be delivered via distance, with zoom online classes, plus printed or online resources. Students may choose to complete their program with this distance or online delivery when classroom-based training resumes.

Additionally, several Phillips Institute programs are delivered via online learning combined with work-based placements, and occasionally some predominantly class-based programs may include units or components delivered online.

Programs that include online learning delivery are provided with qualified and experienced facilitator guidance, learning feedback and assessment.

The following Online Service Standards apply to those programs that include online delivery.

## **STUDENT SUPPORT**

Phillips Institute will provide the following support to students studying any aspect of their course online for the duration of the course/unit:

- At enrolment, Phillips Institute will provide video guides to each student whose study includes an online component. These guides include full instructions on accessing and navigating the system and updating student details.
- Trainers/assessors are available for queries about learning and assessment by email or through the LMS messaging system and will typically respond within 7 business days
- Trainers/assessors may be available by phone with scheduled appointments for calls organised directly with trainer or through the office on 1300 558 837.
- Administration staff are available by phone or email between 9:30am and 4:30pm Monday to Friday for administrative assistance or for urgent queries/messages to be forwarded to trainers/assessors.
- Student queries regarding subject learning and/or assessment will be responded to within 7 business days.

### **Administrative Support**

- Will be available for queries by phone and/or email between 9:30am and 4:30pm Monday to Friday.
- Student administrative or technical queries will be responded to within 2 business days.

### **IT support helpdesk for technical queries**

- Will be available via phone or email between 9:30am and 4:30pm Monday to Friday.
- Will reply to queries within 2 business days.

### **Support services**

It is important to Phillips Institute that all students have a positive experience while completing a course with us. Student support services include but are not limited to one-to-one counselling, additional support from trainers/assessors to complete training and assessment requirements, use of computers at a Phillips Institute location and referral to other community support services.

- Students studying a unit or qualification online who are experiencing difficulties that they need additional support with, should contact their trainer/assessor and/or the Training Manager by phone, email (in person – in urgent circumstances) between 9:30am and 4:30pm Monday to Friday.

### **STUDENT ENTRY REQUIREMENTS AND INDUCTION**

Phillips Institute conducts 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 assess your level of digital literacy, if the planned delivery of your qualification/unit is wholly or partially online.

Phillips Institute 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 device with a minimum of 8GB memory and 1.5Ghz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above.

At a minimum, we would expect that students undertaking online learning:

- are highly motivated and self-directed in their study approach
- have the appropriate level of IT skills, software and equipment
- have easy and reliable access to a computer with internet access
- in some cases, students may need specific software necessary to complete the course requirements, such as MS Word, Excel and Outlook, or similar.

Our resources meet or exceed Web Content Accessibility requirements:

- Online resources are WCAG 2.0 compliant to AA standard.
- Web-based content is available on handheld devices including mobile phones and tablets.
- All students receive an Online Learner Guide upon enrolment which includes the Interactive Learner Guide.

### **LEARNING MATERIALS**

Phillips Institute learning materials used in online training are interactive and are presented in a variety of formats, including:

- Graphics

- Video
- Audio

### **STUDENT ENGAGEMENT**

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

- discussion forums and/or
- webinars.

Ongoing feedback will be provided as you study through:

- interaction with your trainers/assessors
- informal discussions with the staff and trainers
- responses to your queries and in relation to assessment tasks you complete and submit

We will contact students who have not logged on within 2 weeks of the course commencement date. Students who have not logged on within 2 weeks of the course commencement date that do not re-engage after 3 contact attempts from Phillips Institute will be deemed to have withdrawn from the course.

### **MODE AND METHOD OF ASSESSMENT**

A minimum of two forms of assessment will be used for each unit of competency. In most cases, this will include evidence that demonstrates practical skills development

Forms of assessment will include:

- questions/answers
- projects
- case studies
- workplace documents
- demonstration/observation of practical skills
- Third Party Reports

Where students are asked to demonstrate competency in practical skills, video technology may be used to supplement third party reports or testimonials.

### **TRAINERS AND ASSESSORS**

All trainers and assessors delivering online courses at Phillips Institute will have relevant experience in online delivery and:

- have successfully completed professional development specifically related to online training; and as ongoing professional development participate in a reference group of online trainers and assessors, who share ideas for improvement.