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SUMMARY

Phillips Institute is committed to providing a quality learning experience for all students. These Online Service Standards relate to the training and assessment programs that are delivered in whole or in part via online delivery by Phillips Institute.

Delivery Modes

Phillips Institute programs are delivered by one of the following delivery modes:

- face-to-face classes incorporating skills sessions with print learning and assessment resources combined with practical work placement
- virtual classes with online learning and assessment resources and skills sessions combined with practical work placement
- online learning and assessment resources with optional virtual support and skills sessions combined with practical work placement

In addition, some Phillips Institute face-to-face class-based programs may include resources or components delivered online, or with a combination of the above delivery modes. For example, a Certificate IV class-based program may have a face-to-face class once per month, online assessments with virtual classes every other week combined with practical work placement.

Programs that include online learning delivery are provided with qualified and experienced facilitator guidance, learning feedback and assessment. These Online Service Standards apply to trainers and assessors for those programs that include online delivery and/or assessment.

Please note that in the event that face-to-face classroom-based training is not able to be delivered due to health restrictions, Phillips Institute will temporarily transfer these classes to be delivered via online or distance with virtual classes, printed or online resources. Our aim in these circumstances is to ensure the continuation of studies with minimum disruption. Students will be notified when classroom-based training resumes.

STUDENT SUPPORT

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

- We will provide video guides to each student whose study includes an online component. These guides include full instructions on accessing and navigating the system.
- Trainers/assessors are available for queries about learning and assessment by email or through the LMS messaging system and will usually respond within 2 to 7 business days.
- Trainers/assessors may be available by phone with scheduled appointments for calls organised directly with trainer or to.
- Administration staff are available by phone 1300 558 837 during office hours between 9:00am 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.

Study 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/or referral to other community support services.

Importance of keeping in touch

It is very important that all students are aware that:

- Students studying a unit or qualification online who are experiencing difficulties for which they need additional support, should contact their trainer/assessor and/or the student services staff in our office by phone, or email (in person – in urgent circumstances) between 9:30am and 4:30pm Monday to Friday.
- If any student is experiencing special circumstances impacting their ability to study, especially where they are unable to meet the minimum submission requirement, it is essential they contact their trainer/assessor or student services staff in our office without delay to avoid involuntary withdrawal. Students who do not respond to RTO staff contact efforts are considered to have abandoned their studies which may trigger withdrawal processes. See “Minimum Submission Requirements” within this document for further information.

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 evaluate your level of digital literacy, including if the planned delivery of your program, qualification or unit is delivered 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.

We use Teams or Zoom for delivering virtual classes, support sessions and webinars which are accessible via browser and do not require the student to download or install any applications.

ONLINE STUDY STANDARDS

At a minimum, Phillips Institute expect that students undertaking online learning are:

- highly motivated and self-directed in their study approach
- committed to consistently submit at least one completed unit assessment monthly
- committed to maintain regular communication with their assigned trainer/assessor

In addition, Phillips Institute students must have:

- the appropriate level of information technology (IT) skills, software, and equipment
- easy and reliable access to a computer with internet access
- an ability and willingness to source their own access, where required, to specific software necessary to complete the course requirements, such as MS Word, Excel and Outlook, or similar.

LEARNING MATERIALS

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

- Graphics
- Video
- Audio

WEB CONTENT ACCESSIBILITY GUIDELINES (WCAG)

Our resources meet or exceed Web Content Accessibility Guidelines (WCAG) 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 a link to an Online Learner Guide upon enrolment which includes the Interactive Learner Guide.

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 where possible 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
- in some programs, via peer discussion and activities

MINIMUM SUBMISSION REQUIREMENTS

The minimum submission requirement for online study is the submission for assessment of at least one (1) unit per month. Students who do not meet this requirement, who have unsatisfactory engagement and who have not communicated to their trainer or Phillips Institute student services staff that there is a serious issue impacting their study, are at risk of involuntary administrative withdrawal from studies.

Student Services Administration staff will contact students:

- who have not logged on within two (2) weeks of the course commencement date
- who are not meeting the monthly assessment submission requirement.

Students who have not logged on within two (2) weeks of the course commencement date or who are not meeting the minimum assessment submission requirements of at least one (1) unit per month and who do not re-engage after three (3) contact attempts from Phillips Institute will be deemed to have abandoned their studies and will be withdrawn from the course.

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each unit of competency. This will include evidence that demonstrates practical skills development.

Forms of assessment include:

- multiple choice, true-false, matching, ordering and short answer questions
- case studies and scenarios
- projects and portfolios
- role plays and simulations
- workplace observations and reflection
- demonstration/observation of practical skills
- Third Party Reports including workplace supervisor 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 part of their ongoing professional development, participate in a reference group of online trainers and assessors, who share ideas for improvement.