

ONLINE SERVICE STANDARDS UNDER THE SKILLS FIRST PROGRAM

Introduction

Integrity Education Group offers a range of courses that are delivered partly or wholly online. Our Service standards are intended to ensure that our learners get the support that they need in any subject or qualification that they study online. These standards can assist to manage learner and academic expectations, and ensure that those studying online have similar access to the high standards and levels of communication by the trainers in the Face to Face environment.

Student Support

Student support is available for all our online students on any aspect of their online course and Integrity Education will provide the following:

Trainer & Assessor Support

- Trainers will be available for queries by phone 03 85353170 and email assessments@integrity.edu.au from 9.00am to 5.30pm Monday to Friday.
- All queries will be responded to in 24 hours.
- All assessments will be marked within 5-10 working days.

Administrative Support

- Student Relationship Officers are available for queries by phone and email between 9.00am and 5.30pm.
- All queries will be answered with 24 hours.

IT Support

- Will be available by phone and email between 9.00am and 5.30pm.
- All queries will be responded to in 24 hours.

Student Entry Requirements

Integrity Education has a team of course consultants that conduct a comprehensive interview with the prospective student to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your level of digital literacy, language, literacy and numeracy by asking you to take an assessment online called Getting to Know You and Let's talk Numbers.

Integrity Education uses a Learning Management System called Cherry for online course delivery and is currently transferring to a new LMS called Canvas. Both are hosted externally. Web-based content is available on hand held devices including mobile phones and tablets. Induction video is available on the portal for all Canvas Students detailing how to navigate the LMS.

The following are the minimum information technology requirements to enable optimal access to our Canvas LMS

Operating Systems	<ul style="list-style-type: none"> ○ Windows 7 and newer (users on Windows 10 need to download the Windows 10 Anniversary Update to submit Canvas assignments) ○ Mac OSX 10.6 and newer ○ Linux - chromeOS
Mobile Operating System Native App Support	<p>iOS 7 and newer (versions vary by device) Android 4.2 and newer</p>
Computer Speed and Processor	<p>Use a computer 5 years old or newer when possible 1GB of RAM 2GHz processor</p>
Internet Speed	<p>Along with compatibility and web standards, Canvas has been carefully crafted to accommodate low bandwidth environments. Minimum of 512kbps</p>
Screen Size	<p>Canvas is best viewed at a minimum of 800x600, which is the average size of a notebook computer. If you want to view Canvas on a device with a smaller screen, we recommend using the Canvas mobile app.</p>
Supported Browsers	<p>Canvas supports the current and first previous major releases of the following browsers:</p> <ul style="list-style-type: none"> ○ Internet Explorer 11 and Edge (Windows only—please make sure your operating system is also current as noted in the computer specifications lesson; you may need to download the Windows 10 Anniversary Update to submit Canvas assignments) ○ Safari 9 and 10 (Macintosh only) ○ Chrome 57 and 58 ○ Firefox 52 and 53 (Extended Releases are not supported) ○ Flash 24 and 25 (used for recording or viewing audio/video and uploading files) ○ Respondus Lockdown Browser (supporting the latest system requirements)

Learning Materials

Integrity Education learning materials used in online training through our Canvas LMS will be interactive and are presented in a variety of formats, including:

- Learner Guide (can download as a pdf)
- Learner Activities
- Power Point Presentations with voice over
- Webinars
- Videos

Student Engagement

Integrity Education provides an online learning experience that is engaging and interactive. At a minimum, there are monthly progression review with each student to discuss their activity and engagement. All online students are given the opportunity to attend face to face class/s or to book a 1:1 personal training session on specific areas of the course.

Online learners have unlimited contact and support with online Assessors. 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.

Assessors are available through the LMS, by direct email at assessments@integrity.edu.au, or by phone on 03 8535 3170.

Student progression is monitored monthly to ensure that they are engaged in their studies. Students who do not engage with their studies within a 60-day period and do not reengage after exhaustive attempts at contact, will be processed as a withdrawal from the course.

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:

- quizzes
- scenario based questions
- role plays
- case studies

Where students are asked to demonstrate competency in practical skills, video technology can be used. Reasonable adjustment will be made for students who do not have access to a video/smart phone.

Trainers and Assessors

All Integrity Education's Online trainers and assessors are experienced in online delivery and regularly undertake professional development.

