

MONARCH INSTITUTE - ONLINE SERVICE STANDARDS

Monarch Institute offers a range of courses that can be delivered partly or wholly online. Monarch Institute is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

<p>1. Student support</p>	<p>Monarch Institute provides the following support to students studying any aspect of their course online:</p> <p>Trainers/assessors</p> <ul style="list-style-type: none"> • Will be available for queries about learning and assessment by phone or email or via video conference between 9:00am and 5:00pm Monday to Friday for the duration of the course/module. • Will reply to queries within 24 hours and assessment will be returned within 7 business days. <p>Administrative support</p> <ul style="list-style-type: none"> • Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday. • Will reply to queries within 48 hours <p>IT support helpdesk for technical queries</p> <ul style="list-style-type: none"> • Will be available via phone, email and video conference between 9:00am and 4:00pm Monday to Friday. • Will reply to queries within 48 hours <p>Support services</p> <ul style="list-style-type: none"> • Course progression counselling services available by appointment between 9:00am and 5:00pm Monday to Friday, by phone, email, in person or via video conference.
<p>2. Student entry requirements and induction</p>	<p>Monarch 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, prospective students are asked questions about their level of digital literacy.</p> <p>Prospective students may be required to complete an assessment to determine their language literacy and numeracy suitability for the course in which they are seeking to enrol.</p>

	<p>Monarch 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:</p> <ul style="list-style-type: none"> • A device with a minimum of 8GB memory and 1.8Ghz processor. • Internet connection • Microsoft Windows 2000 and above or Mac OS version 10 and above. Web-based content is available on hand held devices including mobile phones and tablets.
3. Learning materials	<p>Monarch Institute ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:</p> <ul style="list-style-type: none"> • Guided content • Textbooks and/or PDFs • Video and screencasts • Discussion forums and webinars
4. Student engagement	<p>Monarch Institute provides an online learning experience that is engaging and easy to follow. We will monitor your participation and ensure that you continue to progress through your course.</p> <p>Ongoing feedback will be provided as you study through:</p> <ul style="list-style-type: none"> • interaction with trainers/assessors via email, phone, webinars and video conferencing • in response to individual queries and in relation to tasks you complete <p>We will contact students who have not logged on within 45 days of the course commencement date. Students who have not logged on within 6 months of the course commencement date that do not re-engage after 4 attempts at contact will be deemed to have withdrawn from the course.</p>
5. Mode and method of assessments	<p>A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment will include:</p> <ul style="list-style-type: none"> • multiple choice questions • short answer knowledge questions • Scenario based questions • Calculations • Workplace simulations • Projects/research questions • case studies

<p>6. Details of trainer and assessor skill and experience in online delivery</p>	<p>Monarch Institute’s trainers and assessors are experienced in online delivery and have undertaken professional development which includes:</p> <ul style="list-style-type: none">• continuing professional development webinars including online training• participation in seminars/events/summits and staff training addressing interactive adaptive technology for use in online delivery.
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