

# Online Service Standards

Monarch Institute offers a range of courses that can be delivered party 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.

## 1. Student support

Monarch Institute provides the following support to students studying any aspect of their course online:

### Trainers/assessors

- 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.

### Administrative support

- 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

### IT support helpdesk for technical queries

- 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

### Support services

- 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.

## 2. Student entry requirements and induction

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.

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.

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:

- 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

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

- Guided content
- Textbooks and/or PDFs
- Video and screencasts
- Discussion forums and webinars

### 4. Student engagement

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.

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors via email, phone, webinars and video conferencing
- in response to individual queries and in relation to tasks you complete 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.

### 5. Mode and method of assessments

A minimum of two forms of assessment will be used for each unit of competency.

Forms of assessment will include:

- multiple choice questions
- short answer knowledge questions
- Scenario based questions
- Calculations
- Workplace simulations
- Projects/research questions
- case studies

## 6. Details of trainer and assessor skill and experience in online delivery

Monarch Institute's trainers and assessors are experienced in online delivery and have undertaken professional development which includes:

- continuing professional development webinars including online training
- participation in seminars/events/summits and staff training addressing interactive adaptive technology for use in online delivery.