



Online Service Standards

ANMF (Vic Branch) Education Centre offers a range of courses that can be delivered partly or fully online. We are committed to providing a quality learning experience for students studying online, and these online service standards explain our commitment to the student.

ANMF (Vic Branch) Education Centre has the following support in place for students studying online. For detailed information about educational and student support services, please see the ANMF (Vic Branch) Student Handbook available for download at

<https://www.anmfvic.asn.au/~media/files/anmf/education/education%20centre%20student%20handbook.pdf>

ANMF (Vic Branch) Education Centre will provide the following support to students studying any aspect of their course online. The office opening hours are Monday to Friday (8:45am-5:00pm). Students can reach the education team by emailing education@anmfvic.edu.au or by phone (03) 92759363

Trainers/Assessors

Students can engage with trainer through messages via the education portal.

Students can also correspond with their trainer through the trainers' email addresses, and access to relevant addresses are provided to students at orientation and via the education portal.

The trainer will respond to student queries within two business days.

Assessments submitted on time will be marked and returned within three weeks of the due date.

Administrative Support

Available by email between Monday to Friday (8:45am-5:00pm). We will reply to queries within two business days.

Support Services

Help by email is available from the education team. The team will reply to emails within two business days.

IT Support

Student can contact the e-Learning Officer to help resolve most IT/technical issues, during opening hours.



Library

Online library is available anytime at <https://libguides.anmf.org.au/anmfvic>. Students can contact library@anmfvic.asn.au if they require any assistance in accessing any of the library resources.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

ANMF (Vic Branch) Education Centre conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This will include assessment of each student's digital literacy, by:

- Asking student to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for the prospective student and identifying additional support where required.

ANMF (Vic Branch) Education Centre uses a learning management system (LMS) and Zoom for online course delivery. The following are the minimum information technology requirements to enable optimal access to the education portal:

- A desktop or laptop computer (with 8GB memory and 1.8Ghz processor), however many aspects of the course can be accessed via smartphone or tablet.
- Microsoft Office 2003 or later.
- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth
- A webcam or HD webcam - built-in, USB plug-in, or:
 - An HD cam or HD camcorder with a video-capture card
Note: See the list of [supported devices](#).
 - Virtual camera software for use with broadcasting software like OBS or IP cameras
Note: For macOS, [Zoom client 5.1.1 or higher is required](#).

LEARNING MATERIALS

ANMF (Vic Branch) Education Centre ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums and webinars

The principles of the Web Content Accessibility Guidelines are applied to our learning materials, by ensuring that they are: perceivable, operable, understandable and robust.



If any information or service is inaccessible or a student is experiencing problems accessing content for any reason, the student should contact Support Services/IT Support as above.

STUDENT ENGAGEMENT

ANMF (Vic Branch) Education Centre provides an online learning experience that is engaging and interactive. We will monitor each student's participation and ensure that continued progress through the course.

Collaborative learning opportunities will be provided so that student can interact with peers, through

- discussion forums
- webinars.

Ongoing feedback to student is provided in the following ways:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to completed assessment tasks

We will contact any student who has not logged on within 1 month of the course commencement date.

A student who has not logged on within 2 months of the course commencement date and does not reengage after 3 attempts at contact 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. Forms of assessment will include:

- knowledge questions
- projects
- case studies
- demonstration of practical skills.

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at ANMF (Vic Branch) Education Centre are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- formal qualifications in online training
- participation in staff reference group of trainers and assessors, who meet and share ideas for improvement.