

# Online Service Standards

This course offers blended delivery, the online learning is offered through a learning management system (LMS) called *Connect*. As part of our commitment to quality, we provide the following service standards to students who engage in learning online.

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 [anmfvic.asn.au/studenthandbook](http://anmfvic.asn.au/studenthandbook)

**Learning management system (LMS)** – you will use Connect (the LMS) for your online learning. You will be provided a student username and login and inducted to the system at your first workshop.

**Trainers and assessors** – you can contact your trainer for clarification or study assistance while studying online. All our trainers and assessors are experienced in online learning and have undertaken/continue to undertake professional development activities. Periodic curriculum committee meetings are held to share ideas for continuous improvement and meeting learner needs, this involves the online learning space.

**Education assistants** – you can contact our education assistants for clarification or assistance with your enrolment, course fees and/or any other student admin related matter.

**IT helpdesk** – please inform our education assistants if you are experiencing any IT related issues and require technical support when using the LMS or Turnitin. We will involve our IT team if further troubleshooting is required.

**Library** – the library staff provide students with study skills support, access to resources including books, databases and print journals, access to computing facilities and research advice. Educational workshops such as digital literacy, presentation skills and LLN support are also available.

**Student engagement** – you are expected to collaborate with your peers through online reflections, discussions/ forums during your study. You will research topics, share your skills, knowledge and experience and engage in peer learning. Your trainer will monitor your online participation regularly using progress reports generated by the LMS.

During face-to-face workshops your trainer will confirm your learning through online learning reviews, and provide you with constructive feedback.

Assessment submission – you will use Turnitin to submit your portfolio of evidence documents and your knowledge based tasks. You will be provided a student username and login and inducted to the system at your first workshop.

Online learning material - online learning material includes interactive and guided content in a variety of formats:

- educational videos and graphics
- third-party websites
- additional reading (PDF format)
- learning activities completed via LMS

Disclaimer: we strive to ensure our LMS and online learning materials conform to at a minimum level A of the Web Content Accessibility Guidelines (WCAG) 2.0. Your level accessibility support will be identified during the pre-training review process. If you need a reasonable adjustment or adaptation to the online learning material so that it meets your individual needs, you are encouraged to contact our education centre.

**Student enquiries:** You can visit the student hub on level 1 or call (03) 9275 9363 during business hours (Monday – Friday between 8:45am – 5pm) or email us at any time at [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au)  
We will endeavour to respond to all student enquiries within 24 hours, however detailed responses may take up to 5 working days.



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