ALACC Online Service Standards Policy

1. Purpose

This policy outlines ALACC's commitment to providing a high-quality online learning experience in accordance with the Standards for RTOs 2025. It applies to all qualifications and units delivered fully or partially online and ensures learners have equitable access to training, assessment, and support.

2. Scope

This policy applies to all students, staff, trainers/assessors, and administrators involved in online learning delivery across ALACC.

3. Student Support

Trainers and Assessors

- Qualified trainers and assessors are available via email, phone, LMS messaging, and scheduled Zoom/Teams sessions.

- Responses to queries are provided within 2 business days.

- Assessment feedback is given within 10 working days from submission.

Administrative Support

- Available Monday to Friday, 9:00 am–5:00 pm via phone, email, SMS, or online enquiry form.

- Responses to emails and online enquiries are provided within 2 business days.

IT Support

- Helpdesk available during office hours via phone or email (helpdesk@alacchealth.edu.au).

- Issues escalated to IT Administrator if unresolved at the first level.

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- Students receive support within 2 business days of raising a technical issue.

Support Services and Wellbeing

- Student counselling, career guidance, and support for diverse learner groups (e.g. ATSI, CALD, refugee backgrounds).

- Referrals made to external services where needed (e.g. Beyond Blue).

- Culturally responsive support is available through trained bi-cultural support staff.

Library and Simulation Access

- On-campus library access (Monday to Friday, 9 am–6 pm).

- Free online library access via State Library membership.

- Access to simulation labs for skill practice when not in use for classes.

4. Student Entry Requirements and Induction

- All students complete a Pre-Training Review (PTR), including LLN and digital literacy assessment.

- Suitability, support needs, and access to required technology are evaluated prior to enrolment.

- Induction includes:

    o LMS orientation (Moodle)

    o Accessing and submitting assessments

    o Communication protocols

    o Overview of learning and support systems

5. Learning Materials

- Provided in multiple accessible formats: video, audio, PDFs, guided content, and interactive webinars.

- Learning content follows Web Content Accessibility Guidelines (WCAG) – perceivable, operable, understandable, robust.

- Students can access content on various devices (desktop, mobile, tablets).

6. Student Engagement

- Online delivery includes regular and structured interactions with trainers and peers.

- Engagement is supported through:
    - Weekly discussion forums
    - Live webinars
    - Individual follow-ups
    - Email/phone check-ins

- Student participation is monitored weekly.

- "At risk" students are contacted within 2 weeks of non-participation and supported with re-engagement strategies.

- Learning progress is tracked and evaluated to ensure students meet course timelines and outcomes.

7. Mode and Method of Assessment

- Multiple assessment types are used for each unit:
    - Knowledge questions
    - Case studies and projects
    - Observation and practical demonstration
    - Simulated or real workplace activities

- Assessment conditions meet unit requirements and ensure authenticity, validity, and reliability.

- Practical components are scheduled on campus where applicable (e.g., nursing labs).

8. Trainers and Assessors

- All trainers and assessors are:

  - o Vocationally competent

  - o Hold the required training and assessment credentials

  - o Actively engaged in industry and VET professional development

- ALACC provides:

  - o Ongoing PD on online delivery and digital learning strategies

  - o Regular staff collaboration and IT-supported refresher sessions

9. Technology and LMS Access

Minimum IT Requirements

- Devices with minimum 4GB RAM, Core i3 processor, and stable 5Mbps internet.

- Up-to-date browsers (Chrome, Firefox, Edge).

- Office software installed (e.g., Microsoft Word).

- Moodle is accessible 24/7 and mobile-friendly.

Zoom/Teams for Online Classes

- Video conferencing used for live delivery and assessments.

- Step-by-step guides and recorded onboarding materials available to support students.

10. Acts, Legislation, and Standards

- Standards for RTOs 2025

- National Code of Practice for Providers of Education and Training to Overseas Students 2018

- VET Student Loans Guidelines

- Department of Education and Training Guidelines

- Web Content Accessibility Guidelines (WCAG)

11. Supporting Policies & Documents

- Pre-Training Review (PTR) Procedure

- Student Support Policy

- Complaints and Appeals Policy

- Assessment Policy

- IT Support Procedures

- Privacy and Confidentiality Policy

12. Record Keeping & Evidence

- Pre-Training Review outcomes

- Student engagement logs

- Trainer communications

- Assessment records

- IT support logs and helpdesk emails

- Professional development records

13. Non-Compliance and Complaints

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Failure to meet the Online Service Standards may be addressed under ALACC's **Complaints and Appeals Policy**. Students are encouraged to raise concerns to ensure continuous improvement of the online experience.

14. Document Control

Policy:	ALACC Online Service Standards Policy
Policy owner:	CEO / Director of Studies
Reviewed by:	Compliance Team
Approval authority:	Dr Janet Lawrence, D.Ed., FACN CEO/Director of Studies
Last Review date:	April 2025
Version:	2025.1
Next review:	April 2027
Summary of changes:	The revised policy aligns with the 2025 ASQA Standards by enhancing clarity, and emphasizing learner engagement, digital accessibility, and ongoing monitoring of student progress. It introduces structured support processes, clearer assessment practices, and updated technology requirements to ensure a quality and inclusive online learning experience.

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