

Service Standards

Introduction

Service standards are intended to ensure students get the support they need in any subject or qualification they study online. These standards can assist to manage student and academic expectations and ensure those studying online have similar access to the standards and levels of communication as those studying in the traditional classroom environment.

Minimum standards help ensure student queries are quickly identified and that appropriate advice and support is provided in a timely manner. These standards are designed to ensure that students are engaged, motivated and achieve results through their training to aid their future employment prospects.

Student support

AHRI provides the following support to help students with their study:

<p>Academic Coordinators/ Assessors</p>	<p>The Academic Coordinator will respond to your queries within two business days.</p> <p>Assessments submitted on time will be marked and returned by the Assessor within two weeks of the due date.</p> <p>As an AHRI student, you will regularly engage with your Academic Coordinator and other students through messages in Moodle, group discussion boards, virtual chats and webinars.</p>
<p>AHRI student support team</p>	<p>Assistance is available from AHRI's dedicated student support team by phone or email 9:00am – 5:00pm (AEST) Monday to Friday, excluding public holidays.</p> <p>AHRI will reply to phone calls immediately, phone call messages within 24 hours. and emails within two business days.</p> <p>You can contact AHRI on 1300 811 880 (toll free) or email studentsupport@ahri.com.au</p>
<p>IT support</p>	<p>AHRI's Learning Management System (LMS), Moodle, is hosted externally. AHRI can assure all learners engaged in online training and assessment activities that Moodle is available 99% of the time. Occasionally, there may be some down time during software updates in the LMS. Where this is the case, AHRI will notify all students a minimum of seven (7) business days prior that the LMS will not be available during this period.</p> <p>If you are having technical issues call AHRI on 1300 811 880 (toll free), during business hours, to request assistance. AHRI can escalate the issue/s directly with the external provider for resolution.</p>
<p>Education support</p>	<p>All students are supported by an Academic Coordinator who is contactable via the LMS. Their role is to provide support by answering questions in relation to academic matters, including course content and assessments.</p> <p>Students also have access to an online student forum where they can share questions and ideas with other students. These forums are an excellent way for students to communicate with each other about their studies. AHRI encourages students to log in to the forums regularly throughout the course.</p>

IT requirements

You will access your learning materials using the Moodle learning management system. The following are the minimum information technology requirements for you to access your course materials:

- A desktop or laptop computer (with 8GB memory and 1.8Ghz processor)
- Microsoft Office 2003 or later
- A reliable internet connection with internet browser (we recommend Firefox or Chrome).

Basic digital skill requirements

In order to access AHRI learning materials and participate in this learning program, you will need to be able to do the following:

- Log into the student portal – Moodle LMS
- Navigate through the portal to access the course learning and assessment materials
- Download and upload assessments
- Conduct research using the internet
- Use the supplied online platform to communicate with Academic Coordinators.

Learning materials

AHRI ensures learning materials are presented in a variety of formats to optimise the learning experience, including:

- Guided content in the form of a student handbook, topic workbooks, assessment tasks and online prescribed textbook
- Interaction through online messaging, discussion forums and webinars/videos.

Alternative versions of key information can be provided upon request to those students with accessibility issues. Please contact AHRI on 1300 811 880 (toll free) during business hours if you require assistance.

Student engagement/activity

AHRI provides an online learning experience that enables you to interact and engage with your peers and the Academic Coordinator through group discussion forums, online messaging and live webinars.

Ongoing feedback will be provided as you study through:

- Interaction with Academic Coordinators in webinars, virtual check-ins, discussion forums and online messaging.
- Detailed feedback on your assessments.

There are measures in place for AHRI to monitor the activity of students through the online activity logs within the LMS. These logs on student activity and Academic Coordinator activity are recorded and can be retrieved by AHRI at any time.

Formal feedback is obtained through two Student Feedback Surveys completed at the mid-point and conclusion of the course. Informal feedback on any aspect of online learning support can be provided by the student to their Academic Coordinator or AHRI student support at any time. This provides direct input on the cohort and the quality of the support provided by the Academic Coordinator and AHRI. Continued feedback on matters that affect learner participation and engagement in the course learning and assessment activities are reported and noted by AHRI and action is taken as required.