

Online 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.

These standards apply to the delivery of AHRI’s BSB40420 Certificate IV in Human Resources Management and Certification Programs (Micro-Credentials and Certification Assessment).

Student Support

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

<p>Academic Coordinators / Assessors</p>	<p>All AHRI students are supported by an Academic Coordinator who is contactable via the Learning Management System (LMS). Their role is to provide support by facilitating workshops, delivering learning content and answering questions in relation to academic matters, including assessments. As an AHRI student you will regularly engage with your Academic Coordinator and other students via email messages and discussion boards on the applicable LMS.</p> <p>The Academic Coordinator will respond to your queries within two business days.</p>
<p>AHRI Student Support Team</p>	<p>Additional assistance is available from AHRI’s dedicated Student Support team by phone or email 9:00am – 5:00pm (AEST/AEDT) Monday to Friday, excluding National and Victorian public holidays. You can contact AHRI on 1300 811 880 (toll free) or email studentsupport@ahri.com.au.</p> <p>Student Support team members are here to assist with enrolment queries, technical support, log ins, withdrawal and deferral as well as general AHRI queries and support. AHRI will respond to queries within two business days. Where queries are urgent, please call our phone line directly, and we will try</p>



	<p>sort the urgent matter over the phone or respond as soon as practically possible.</p>
<p>Education Support</p>	<p>AHRI’s HR Standards & Capability team are responsible for the design and delivery of AHRI education courses and assessments. The BSB40420 Certificate IV in Human Resource Management is a nationally recognised training package and is designed, delivered and validated in line with ASQA and VET requirements to ensure AHRI meets compliance and quality standards.</p> <p>AHRI ensures alignment of all learning content to the Australian HR Capability Framework to ensure best practice is met and utilises a blended learning approach with delivery of all education in a virtual environment.</p> <p>AHRI students are provided opportunities to request learning support and/or reasonable adjustment on a case-by-case basis depending on the student individual needs.</p>
<p>Learning Management System (LMS)</p>	<p>All course content is delivered via the relevant LMS platform. Students are required to check they can meet the digital literacy requirements to be able to access course content and learning activities.</p> <p>Communications and announcements are managed through the LMS, including email communication and student discussion boards.</p> <p>Discussion boards are an excellent forum for students to communicate with each other about their studies.</p> <p>From time to time, a course may require use of other external plug ins such as Zoom, Microsoft Teams, Miro, etc. The students will be advised ahead of their course if there are any additional platform they will require access to.</p>
<p>IT Support</p>	<p>AHRI runs educational programs from multiple LMS platforms, and students will gain access to the relevant platform through their selected learning course. The platforms are hosted externally and abide by AHRI’s privacy guidelines and online security measures. AHRI can assure all learners engaged in online training and assessment activities that platforms are available for most of the time and essential content is available to download for offline use.</p> <p>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</p>



(7) business days prior that the LMS will not be available during a specific period.

If you are having technical issues, call AHRI on 1300 811 880 (toll free) during business hours, or email studentsupport@ahri.com.au, to request assistance.

Digital Literacy & IT Requirements

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

- A desktop or laptop computer (with minimum 8GB memory and 1.8Ghz processor).
- A current or most recent version of your internet browser (we recommend Chrome, Edge, or Safari).
 - Our LMS are a web-based learning management system and runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser and supports the last two versions of every browser release. We recommend updating to the newest version of whatever browser you are using.
- A reliable internet connection.
 - Internet access is required to participate in online components of your course and students participating in ‘workshop’ modes require a webcam in order to participate in interactive workshops via Zoom or Teams platform.

Students will use a range of digital tools over the course of their learning. These might include Microsoft Office (Word, PowerPoint, Excel), Microsoft Teams, Zoom, Miro etc.

Digital Access

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 – relevant LMS, AHRI website member dashboard,
- Navigate through the portal to access the course learning and assessment materials,
- Complete interactive eLearning modules,
- Download and upload assessments and course materials and resources,
- Conduct research using the internet, and
- Use the supplied LMS to participate in course activities and communicate with Academic Coordinators, students, AHRI student support.

Learning Materials

AHRI's guided content may include a student handbook, topic workbooks, editable assessment tasks and prescribed textbook in digital or hardcopy format. AHRI ensures learning materials are presented in a variety of formats to optimise the learning experience, including:

- Interactive live workshops (via Zoom or Teams platform),
- Virtual check-ins (via Zoom or Teams platform),
- Interactive online eLearning modules,
- Downloadable learning content workbooks
- Online interactive discussion forums, and
- Webinar recordings and readings

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 or email us at studentsupport@ahri.com.au.

Student Engagement / Activity

AHRI provides an online learning experience that enables you to interact and engage with your peers and the Academic Coordinator through discussion boards/digital collaboration tools, online messaging, live workshops, webinars and check-ins.

Ongoing feedback and information will be provided as you study through:

- Announcements from AHRI on the LMS,
- Interaction with Academic Coordinators in workshops, webinars, virtual check-ins and/or LMS email messaging, and
- Detailed feedback and commentary 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 for BSB40420 Certificate IV in HRM is obtained through two Student Feedback Surveys completed at the mid-point and at the conclusion of the course. Formal feedback for Micro-Credentials is obtained through a feedback survey towards the end of the course.

Informal feedback on any aspect can be provided by the student to their Academic Coordinator or AHRI student support at any time. 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.



Mode and Method of Assessment

BSB40420 Certificate IV Human Resource Management

A minimum of two (2) forms of assessment will be used for each topic. Forms of assessment will vary, but will include a combination of the following:

- Knowledge questions
- Case study or scenario response
- Formal report or assignment
- Collaboration projects
- Demonstration of practical skills
- Reflective learning journal

AHRI Certification

Forms of assessment will vary across the Certification Program (Micro-Credentials/ Certification Assessment), and may will include a combination of the following:

- Multiple Choice Quiz
- Case study/ scenario response
- Workplace project response
- Professional discussions interviews
- Multimedia assessment
- Presentations

Assessors & Facilitators

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In line with [ASQA requirements](#), AHRI ensures that all VET trainers and assessors are VET qualified, have strong experience in HR, AHRI active members (MAHRI +), experienced facilitators, undertake professional development in the fields of vocational training as well as HR, and maintain currency within learning and assessment including competency-based training and assessment.

Certification Program

All Academic Coordinators for AHRI's Micro-Credentials and Certification Assessment are active members of AHRI and Certified HR Practitioners (CPHR or FCPHR). All Academic Coordinators meet the level of subject matter expertise in the HR field they are facilitating and assessing and hold a strong commitment to maintaining required CPD and ongoing professional development maintaining currency within the HR industry.

