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 the BSB40420 and AHRI Practising Certification programs only.

Student Support

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

Academic Coordinators / Assessors	All AHRI students are supported by an Academic Coordinator who is contactable via the LMS. Their role is to provide support by facilitating workshops and delivering learning content as well as 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 Learning Management System (LMS). The Academic Coordinator will respond to your queries within two business days.
AHRI Student Support team	Additional 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. You can contact AHRI on **1300 811 880** (toll free) or email **studentsupport@ahri.com.au** Student support team members are trained to assist with enrolment queries, withdrawal and deferral as well as non-academic and technical support. AHRI will respond to phone call messages within 24 hours and emails within two business days.
Education Support	AHRI's HR Standards & Learning team are responsible for the design and delivery of AHRI formal education courses and assessments. The BSB40420 Certificate IV HRM 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. 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 formal education in a virtual environment.

	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.
IT Support	AHRI currently multiple LMS platforms, Moodle & Canvas, which are hosted externally. AHRI can assure all learners engaged in online training and assessment activities that both platforms are available 99% of the time and essential content is available to download for offline use. 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. 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.
Learning Management System	All course content is delivered via the relevant LMS platform. Students are required to check they can meet the digital literacy requirements in order to be able to access course content and learning activities. Communications and announcements are managed through the LMS, including email communication and student discussion boards. Discussion boards are an excellent forum for students to communicate with each other about their studies. Cert IV HRM students are required to use the discussion boards for formative non-assessed written communication.

Digital Literacy

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 Windows 10, Mac OSX High Sierra, iPad IOS10 or higher
- A reliable internet connection with internet browser (we recommend Chrome or Safari)

Canvas is 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.

Moodle is a web based learning management system and is compliant with any standards compliant desktop browser including Chrome, Firefox, Safari and Edge.

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 platform.

Students will use a range of digital tools over the course of their learning. These might include: Microsoft Word, Excel and PowerPoint, Microsoft Teams, Zoom, Miro, Canva or Trello etc

IT 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 and/or Canvas LMS
- navigate through the portal to access the course learning and assessment materials
- complete interactive eLearning modules (Cert IV HRM only)
- download and upload assessments
- conduct research using the internet (ProQuest for APC students)
- use the supplied online platform to communicate with Academic Coordinators

Learning Materials

AHRI's guided content includes 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 and virtual check-ins (via Zoom platform)
- interactive eLearning modules (Articulate Rise 360)
- online interactive discussion forums
- 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.

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, 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 LMS email 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.

Mode and Method of Assessment

BSB40420 Certificate IV HRM

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 Practising Certification Program

A minimum of three (3) forms of assessment will be used for each topic. Forms of assessment will vary, but will include a combination of the following:

- Critical Analysis
- Case study or scenario response
- Work-based report
- Demonstration of practical skills
- Reflective learning journal

Assessors & Facilitators

In line with ASQA requirements, AHRI ensures that all VET trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment. All AHRI facilitators are AHRI members (minimum MAHRI) and are highly experienced in both the human resources industry as well as in the delivery of educational services and student engagement.

Academic Co-ordinators who deliver the APC programs are required to be certified as CPHR at a minimum.