

Online Service Standards

Integrity Business College offers a range of courses that are delivered both partially and wholly online through our Virtual Online classroom platform. We are committed to providing a quality and supporting learning experience for students who are studying online through our platform and using these services.

Student Support:

Integrity Business College will provide the following support to students studying with any aspect of their courses online:

Trainers and Assessors:

- Are available to assist with enquiries about any aspect of a student's training and assessment via phone calls and emails on any of their scheduled working days for the entire duration of the course.
- Trainers will reply and respond to queries and questions within 48 hours, with feedback and marking on a fully submitted unit within 5 business days.
- Trainer contact details to be provided to a student upon enrolment and commencement in their course.

Administrative Support:

- Is available for administrative enquiries in person, phone or email between 9:00am and 5:00pm, Monday to Friday.
- Any enquiries will be responded to within 48 hours.
- Administration contact details to be provided to a student upon enrolment and commencement in their course.

IT Support and Technical Queries:

- Will be available for assistance in person, phone or email between 9:00am and 5:00pm, Monday to Friday.
- Any enquiries will be responded to within 48 hours.
- Instructions and guides for logging into the online system and access student resources are provided during student induction.

- IT Support contact details to be provided to a student upon enrolment and commencement in their course.

Support Services:

For any other support matters that students might require assistance with, the Administration team is available during business hours to assist. They are available between 9:00am and 5:00pm Monday to Friday.

Contact details to be provided to a student upon enrolment and commencement of their course.

Student Entry Requirements and Induction:

Integrity Business College conducts a Pre-Training Review for all potential students undertaking accredited training to determine whether a course is suitable and appropriate for their individual learning needs. As part of the Pre-Training Review potential students are asked to give a self-assessment of their digital skills and ability to assess their digital skills and ability. This is also incorporated as part of the Language Literacy and Numeracy (LLN) review to ensure a student is at an appropriate level to undertake online training.

Integrity Business College uses a learning management system for all online course delivery. At the beginning of training as part of their induction, students are introduced via an induction process either in person or over the phone with a support team member.

The following are the minimum recommended IT requirements to enable optimal access to our Virtual Platform (Online Classroom).

- Access to the internet
- A device with a minimum of 4GB memory and Intel i5 or similar processor.
- Microsoft Windows 7 and above or Mac OSX 10.6 and above.

Our Virtual Platform (Online Classroom) is also accessible using handheld devices such as smart phones and tablets.

Learning Materials:

Integrity Business College ensures that learning materials and online classes are interactive and presented in a variety of different formats and ways to assist in optimising the learning experience and appealing to different learning styles.

Learning materials cover all aspects of a unit of study so that students have all the necessary information to satisfactorily complete the unit.

Integrity Business college is committed to meeting the principles of the Web Content Accessibility Guidelines V2.0 by providing online learning and assessment content that is perceivable, operable and understandable by the broadest possible range of students and compatible with a wide range of technologies both present and in the future.

Student Engagement:

Integrity Business College provides an online learning experience that is both engaging and interactive. We will monitor a student's participation and ensure that they are progressing through their course.

Collaborative learning opportunities are provided when appropriate to facilitate interaction with fellow students. For example, these could occur through, class discussions and presentations, and or webinars.

Ongoing feedback will be provided throughout a students course duration, this could include:

- Interaction with Trainers / Assessors during webinars, phone calls or emails.
- In response to direct individual queries and in relation to completed / submitted tasks.

Students who have not logged in / made contact or are presently engaged in training at least once

per month will be contacted for a follow up meeting to discuss course progress.

Mode and Method of Assessment:

A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment could include:

- Knowledge questions
- Projects and assignments
- Case studies
- Demonstration of practical skills
- Portfolios

Where students are asked to demonstrate competency in practical skills, technology may be used such as, screen sharing, video recordings, virtualised environments.

Trainers and Assessors:

All trainers and assessors delivering online courses at Integrity Business College have undertaken professional development and training in online delivery which may include:

- Professional Development in relation to Online Facilitation
- Internal Training on how to manage, administer, and facilitate online delivery through our Virtual Platform.