

# TRAINING INSTITUTE OF AUSTRALIA - TOID 21136

## ONLINE SERVICE STANDARDS

**TRAINING INSTITUTE OF AUSTRALIA** offers a training in ICP31415 Certificate III in Print Communications structured around classroom delivery. Students who complete portions of their training materials off-site may seek any required support via email or during their weekly attendance in the classroom environment. Training Institute of Australia is committed to providing a quality learning experience for students and these online service standards explain our commitment to students.

### STUDENT SUPPORT

Training Institute of Australia will provide the following support to students studying any aspect of their course online:

#### Trainers/assessors

- Will be available for queries about learning and assessment by email or in person between 9:30am and 5:30pm on Wednesdays and Saturdays for the duration of the course/module.
- Will reply to queries within 48 hours and assessment will be returned within 7 days.
- There will be a maximum of 10 students to each trainer/assessor for each course

#### Administrative Support

- Will be available for queries by phone and email between 9:00am and 5:00pm Wednesday to Friday.
- Will reply to queries within 24 hours during the above days

#### IT support helpdesk for technical queries

- Will be available via phone, email and/or in person between 9:30am and 5:30pm on Wednesdays and Saturdays
- Will reply to queries within 48 hours between Wednesday and Saturday

#### Support services

- Counselling service available in person by appointment between 9:30am and 5:30pm on Wednesdays and Saturdays.

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### STUDENT ENTRY REQUIREMENTS AND INDUCTION

Training Institute of Australia conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your level of digital literacy, by:

- Asking you to undertake a Pre-Training Self-assessment quiz
- Discussing, in person, the quiz outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required.

The following are the minimum information technology requirements to enable optimal access to the learning materials used by Training Institute of Australia:

- A device with a minimum of 8GB memory and 1.5Ghz processor.
- Microsoft Windows 7 and above or Mac OS version 10 and above.

Web-based content is available on hand held devices including mobile phones and tablets. An introduction to the training materials and how to use them is provided at the Induction Session that students attend in person.

### LEARNING MATERIALS

Training Institute of Australia ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video