



INNOVATIVE BUSINESS TRAINING ONLINE SERVICE STANDARDS

STUDENT SUPPORT

Innovative Business Training Pty Ltd (IBT)'s programs are delivered flexibly and students are provided with a range of methods to address their learning needs. Where a student is studying any aspect of their course online, the following support is provided:

- IBT are available for queries about learning and assessment as required, as well as for one-on-one mentoring sessions for each unit, for the duration of the course/module.
- IBT replies to queries regarding learning/resources within 24 hours of receiving a message, and assessment feedback is returned within the month the assessment work is submitted.
- IBT provides students with a self-paced learning booklet and/or an online learning tutorial to support the use of the Learning Management System (LMS) called the Moodle.

The following learning support is available to students:

- Email, Skype or/and phone contact with trainer / assessor. Contact details for Trainers are located in the Moodle on the right-hand side of the screen.
- Student support officers/Industry professionals through the helpdesk: helpdesk@innovativebusinesstraining.edu.au
- Library facilities
- LLN support
- Mentoring one on one
- Forum access to trainers/assessors/mentors for queries and to peers through discussions.

Additional support for students may include:

- Counselling and referral services
- Financial planning/assistance
- Scholarship for special needs and hardship cases

Innovative Business Training Pty Ltd also provides helpdesk support for students with IT issues. Students can email the helpdesk - wendy@innovativebusinesstraining.edu.au or michael@innovativebusinesstraining.edu.au or phone between 9 - 6 Monday - Friday on 03 5472 4126.

In addition, IBT recommends the use of Google Chrome, Firefox or Safari as web browsers with the latest operating systems, as well as an internet connection with 1+ Mbps download speed. There are several tools to determine speed at the device level, including: <http://www.speedtest.net/>

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Innovative Business Training Pty Ltd 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, a student's level of digital literacy is assessed through:

- A self-assessment quiz which includes computer literacy skills.
- A discussion of assessment outcomes including recommendations about whether the course is suitable.
- Additional support is also identified, where required.

The following are the minimum information technology requirements to enable optimal access to the LMS:

- A student can use either an iPad, a desktop computer or a smart phone to access the Innovative Business Training Pty Ltd online learning environment. Web-based content is available on hand-held devices including mobile phones and tablets.
- Microsoft or compatible products that include word processing, spreadsheets, presentation and or desktop publishing capabilities.

LEARNING MATERIALS

Innovative Business Training Pty Ltd's online Learning Management System provides a range of student learning resources in the form of readings, workbooks, slides, documents, videos, websites, quizzes, activities and assessments.

ASSESSMENT MATERIALS

Innovative Business Training Pty Ltd's assessment tasks can be downloaded from the Moodle and saved on personal devices so students may work through assessment tasks at their own pace. Students may wish to complete the assessment tasks on their own devices or even print the assessment task and handwrite the assessments (sometimes this is suitable for the student) to hand in or scan and upload. The knowledge questions may be completed through the quiz on a computer or on a device - whatever suits the student's situation.

STUDENT ENGAGEMENT

Innovative Business Training Pty Ltd provides an online learning component that is engaging and interactive. The student's participation is monitored to ensure they continue to progress through the course.

Collaborative learning opportunities are provided to encourage interaction with peers. This occurs through

- Discussion forums on the Moodle

Ongoing feedback is provided to students as they progress through the course via:

- Interaction with trainers/assessors/mentors in the Discussion forums
- In response to individual queries and in relation to assessment tasks.

Students are encouraged to go online on a weekly basis to review training resources and assessment tasks and to seek and view feedback from trainers. Students are also encouraged to submit assessment work for feedback as the learning is competency based. IBT will contact students who have not logged on within 1 month of their commencement date.

MODE AND METHOD OF ASSESSMENT

Innovative Business Training Pty Ltd uses the following forms of assessment for each unit of competency:

- Knowledge questions - Online
- Assessment tasks – Submitted online
- Demonstration of practical skills through observation.
- Workplace projects

TRAINERS AND ASSESSORS

All trainers and assessors who deliver training at Innovative Business Training Pty Ltd are experienced and competent in the units they deliver, and hold a current formal training and assessment qualification as a minimum.