



## HIVE – Hampton Institute of Vocational Education – Online Service Standards

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HIVE offers a range of programs that can be delivered online in a real-time environment. HIVE is committed to providing a quality learning experience for Learners studying online in a real-time environment. These online service standards will explain our commitment to Learners in key areas.

### Learner Support

HIVE will provide the following support to Learners studying any aspects of their program online:

- **Trainers/Assessors Support**
  - Will provide details of availability to respond to queries regarding training and assessment at the commencement of each unit and in the calendar within each unit.
  - Will endeavour to reply to queries within 48 hours and the assessment will be returned within 10 days.
- **Administrative and Learner Portal Support**
  - Available by phone and email between 9:00 am and 5:00 pm Monday to Friday
  - Will reply to queries within 48 hours
- **IT/Technical Support**
  - General IT/Technical support is available by phone and email between 9:00 am and 5:00 pm Monday to Friday
  - Will reply to queries within 48 hours
- **Additional Support Services**
  - Counselling service available by appointment between 9:00 am and 5:00 pm Monday to Friday, in person or via video conference.

### Learner Entry Requirements and Induction

HIVE conducts a comprehensive Pre-Training Review (PTR) for all prospective Learners to determine whether a program is suitable and appropriate for their individual needs. As part of the enrolment process, all Learners have to give an online language, literacy and numeracy (LLN) test in a real-time environment to determine their current ACSF level and to ensure the program is matched to their needs and if there are additional supports required. The process also includes an assessment of your digital literacy too by asking the Learner to do a self-assessment quiz.

To undertake real-time online learning, all Learners must have access to the following Information Communication Technology (ICT) infrastructure:

- A computer and/or laptop (either PC or Apple Mac)
- Internet access
- An active email address
- Webcam capability
- Access to the Microsoft Office suite of programs

ICT resources are required for undertaking research for assessment as well as to access HIVE's online learning system as well as to receive Learner support.



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### **Learning Materials**

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

- Guided content
- Graphics
- Videos and Audio
- Interaction sessions

### **Learner Engagement**

HIVE ensures to provide Learners with an engaging and interactive real-time online learning experience. To ensure Learners have smooth & continuous progress through their program, HIVE will monitor all Learners' participation.

Ongoing feedback will be provided through:

- interaction with Trainers/Assessors in informal discussion forums
- in response to individual queries and in relation to the tasks completed by Learners

HIVE will contact Learners if they have not logged on to HIVE's online learning system over 14 days from their last activity day.

Learners may be withdrawn from the program if they have not logged on to HIVE's online learning system over 4 weeks and if after making 5 attempts at contact do not reengage with their training.

### **Mode and Method of Assessment**

A minimum of two forms of assessment will be used for each unit of competency and may involve assessment separate forms of assessment. The forms of assessment might include:

- knowledge questions
- projects
- case studies
- demonstration of practical skills.

Wherever required, HIVE might use video technology to demonstrate competency in practical skills.

### **Trainer and Assessors**

All Trainers and Assessors delivering online programs at HIVE are experienced in delivering training virtually and have undertaken professional development in online training and assessment delivery, which includes:

- formal current teaching qualifications and current industry experience in their field of expertise
- adopting latest technologies and best practice online training and assessing methodologies
- internal professional development in online delivery for training and assessment on Canvas, Moodle and Didasko, and review online course content as per the Program's Annual Review
- participating in a staff reference group of Trainers and Assessors who meet and share ideas for improvement.

### **Online Accessibility**

HIVE is committed to ensuring its online delivery meets universal accessibility standards. As part of its Digital Accessibility Framework, it aims to achieve WCAG 2.0 AA standard or better for all online environments and digital material whenever possible.

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