

ATEL Training Solutions offers a range of courses that can be delivered partly or wholly online, and may engage in student learning through various digital technologies. We are committed to providing a quality learning experience for students studying online and these service standards explain our commitment to students in key areas.

Student support

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

Trainer and assessors

- Are available for queries about learning and assessment by phone and email between 9:00am and 4:00pm Monday to Friday for the duration of the course/unit.
- Will reply to queries within 48 hours and assessment submissions within 10 business days from when the assessment was submitted.

Administrative and Technical Support

- Available by phone (02) 6024 0800 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours.

Support Services

- Dedicated student support email studentsupport@atel.com.au
- Will reply to queries within 48 hours.
- Written help guides are provided to each user in the welcome email, and additional video resources can be found on [Catapult e-learning YouTube channel](#).

Additionally, you may access support services from the following organisations:

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|---------------------------------------|--|--------------|
| • Lifeline | www.lifeline.org.au | 13 11 14 |
| • Beyond Blue | www.beyondblue.org.au | 1300 224 636 |
| • Australian Skills Quality Authority | www.asqa.gov.au | |
| • Australian Industrial Relations | www.airc.gov.au | |
| • Fair Work | www.fairwork.gov.au | |
| • Human Rights and Equal Opportunity | www.hreoc.gov.au | |
| • Office of the Federal Privacy | www.privacy.gov.au | |

Learning materials

Learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through trainer message function

All of the resources and supporting processes (animations, image and diagram design, etc.) are developed in accordance with the Web Content Accessibility Guidelines. The learning materials undergo a thorough review process and WCAG 2.0 compliance check to ensure that all content meets the Level AA standard and is perceivable, operable, understandable and robust.

Student entry requirements and induction

ATEL Training Solutions conducts a Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for your individual needs. It will also help us consider your digital confidence and skills and

determine if adjustments need to be made. In addition to the Pre-Training Review an online Language, Literacy and Numeracy (LLN) evaluation will also be used to determine your digital literacy and course suitability.

ATEL Training Solutions uses a Learning Management System (LMS) for online course delivery. The following are the minimum information technology requirements to enable optimal access to the LMS:

- An internet-capable device (laptop computer, smartphone, tablet, etc.)
- An internet connection, broadband recommended but dial-up will work
- An internet browser, preferably one of the following:
 - Firefox 5 or better
 - Internet Explorer 8.0 or better
 - Safari 5.0 or better
- A PDF reader (preferably Adobe Acrobat) may be required for older content

The LMS is designed to be accessible by any internet capable device. Written help guides are provided to each user in the welcome email, and additional video resources can be found on [Catapult e-learning YouTube channel](#).

Student engagement

ATEL Training Solutions provide an online learning experience that is engaging and interactive. We will monitor your progress participation and ensure that you continue to progress through your course. Ongoing feedback will be provided as you study through:

- Interaction with trainer and assessors via message, email, phone call or live video calls.
- In response to direct individual queries in relation to tasks you complete.

We will contact students who have not logged on within one month of the course commencement date and who do not engage in online learning at least once per month. Students who have not logged on within one month of the course commencement date that do not reengage after three attempts at contact may be deemed to have withdrawn from the course and contact will be made to all relevant parties including the employer and Australian Apprentice Support Network (ASSN).

Mode and method of assessment

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

- Knowledge questions
- Projects
- Case studies
- Demonstration of practical skills

Where students are asked to demonstrate competency in practical skills, video technology will be used if a workplace visit is not appropriate.

Assessment may be a combination of online, printed or writeable PDF. Assessment methods and instructions per unit of competency are provided by print/email in the course guide or assessment plan.

Trainer and assessors

All trainer and assessors delivering online courses or using digital technology to engage in learning have undertaken professional development in online delivery, which includes:

- Participation in training aligned to delivering online training and using digital tools
- Participation in validating online resources and sharing ideas for improvement