

# Our Online Service Standards

Warner Institute offers a range of courses that can be delivered partly or wholly online.

Warner Institute is committed to providing a quality learning experience for all of our participants studying online and these online service standards explain our commitment to participants in key areas.

## Student Support

Warner Institute will provide the following support to participants studying any aspect of their course online.

Program Managers:

- Are available for queries about learning and assessment during business hours (9am-5pm) Monday to Friday, except during gazetted Victorian Public Holidays and the EOY Holidays when our office is closed (December 20-January 11) by phone and/or email for the duration of your program. Note; where a teacher is unavailable then please contact our Program Support Team on t: 03 9555 910
- Will reply to queries within 2 business days and assessment will be marked and returned within 7 days.

## Program Support services

- Our Program Support Team can provide support during business hours (9am-5pm) Monday to Friday, except on Victorian Public and during EOY holidays (generally between December 20 - Jan10) by phone on t: 03 9555 9100.
- Our Program Support Team will provide you with any technical help that you might need establish and navigating the Microsoft Team App used to deliver your Live Virtual Classes (Online)

## Student Entry Requirements & Induction

Warner Institute conducts a comprehensive Pre-Training Review for all prospective participants to determine whether a course is suitable and appropriate for their individual needs including your level of digital literacy.

We analyse and evaluate your:

- Employment and volunteer work experience
- Software access and capability levels
- Knowledge and skills achieved through previous courses undertaken and completed
- Responses to other important PTR questions considering whether additional support is required.



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## Warner Institute uses Microsoft Team App used to deliver your Live Virtual Classes

Participants will require access to a computer or tablet and reliable internet access and capacity to stream video with audio for each timetabled session.

**Operating system:** Windows 8, Mac OSX Yosemite, iPad IOS8 Mobile devices have limited support with Microsoft Teams. Limited means some media may not be viewable and some features are not available.

**Internet speed:** Use a broadband connection 256 Kbit/sec or faster. This will ensure that you can view videos and online presentations through USB wireless modem, ADSL, T1/T2, fibre optic or cable.

We do not recommend Dial-up access as it will be significantly slower and may render your live virtual experience unusable.

**Internet browsers:** Compatible browsers include:

- Google Chrome 32 bit version 38 or later (recommended for optimal compatibility, this has been thoroughly tested on Windows)
- Safari 8 or later (recommended for optimal compatibility, this has been thoroughly tested on Mac)
- Mozilla Firefox 35.0 or later
- Internet Explorer 9 or later is recommended. Earlier versions are not supported. IE 10 is required for the dragging and dropping of files from windows outside of the browser into Moodle.

Note that add-ons and toolbars can affect any browser's performance.

**Browser Settings:** We recommend that the following be enabled:

- Cookies
- Pop-ups (in both Internet browser and security software)
- JavaScript

**Plug-ins:** We recommend that you use the latest version of:

- Adobe Flash Player
- Adobe Acrobat Reader

To view all the resources uploaded to Microsoft Teams, you will probably need to have Adobe pdf reader. It is preferable that you have; Microsoft Office (Word, Excel, PowerPoint) or an equivalent (e.g. Open Office, Viewer) installed or you could use Office 365.

**Security:** With all firewalls, ensure that you enable uploading of files.



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## Learning Materials

Warner Institute ensures that learning materials used in online training are relevant, descriptive, user-friendly, interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums, chats, Skype, web conference and webinars.

## Student Engagement

Warner Institute provides an live virtual interactive (Real-time Remote) learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course. Collaborative learning opportunities will be provided so that you can interact with peers.

Ongoing feedback will be provided as you study, via:

- interaction with Program Managers in formal and informal discussion forums,
- response to individual queries,
- response to assessment tasks, formative activities including quizzes you complete,

Warner Institute wants to assure participants that we do understand and care about your learning progress and engagement with their Program Managers and learning material.

For this reason participants who have not logged on within 1 hour of the first sessions course commencement date will be contacted by Program Managers and/or Program Support Team as a courtesy.

It is important for participants to maintain a connection with their Program Managers so that you are engaged with the learning materials and achieve the learning outcomes of your program. This includes listen to your ideas, thoughts and concerns regarding your study, assessment or other learning queries and provide you with sound advice, coaching and guidance where it is most needed.



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## Mode And Method Of Assessment

There are a range of assessment methods that can be used for each unit of competency. Forms of assessment could include the following:

- short answer questions
- portfolio of evidence
- formal report, summary report or assignment,
- case study
- oral presentation
- role play
- project
- demonstration of practical skills.

## Program Managers

All Program Managers delivering any live virtual interactive content in our programs have experience in online delivery through one or more of the following:

- Professional development in online training,
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.