

ONLINE SERVICE STANDARDS

Student Support

The Hammond Institute provides the following support to students studying any aspect of their course online:

Trainer/Assessors

- Hammond Institute trainers are dedicated to helping our students achieve their best and as such are contactable and available for extra assistance should this be required. Trainers and assessors are available via phone or email, and where needed face to face appointments are scheduled.
- Students will be required to follow the timetable. The timetable will clearly state the date and time for virtual classes.
- Trainer is available during the virtual class for chat and webinar to answer any student queries about learning and assessment.
- Students are required to send an email to their respective trainer if they have any enquiries in relation to their work or assignment or for any clarifications and it will be responded to within 48 hrs via email by their respective trainer.

Administrative Support

- Available for queries by phone 03 8764 8419 and via email office@hammond.edu.au between 9:00 am to 5:30 pm Monday to Friday.
- Queries will be responded within 1 - 2 business day

IT support helpdesk for technical Support

- Please refer to FAQ's <https://hammond.edu.au/frequently-asked-questions> before submitting IT support form
- If your questions are not answered in FAQ's, please submit your IT queries by completing the online support form <https://hammond.edu.au/it-support>
- IT Queries will be responded usually within 1 business day.
- During your live virtual class on 0435 334 552.

Support Services

- Catch up sessions will be organised if the student requires assistance
- Additional face to face sessions are arranged where it has been identified that a student requires further training. These additional sessions are scheduled at a mutually agreed time by the student and the Trainer and can be conducted as a one on one session or as a group. These sessions do not form part of the standard program schedule and is only arranged on a case by case basis. During the additional sessions, the Trainer will provide an extended explanation of course topics and assist with Learning Activities.

Student Entry Requirements & Induction

Hammond Institute 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, applicants make a self-assessment of their digital skills and ability to access and navigate online training. To support this self-assessment, your level of digital literacy and ability to navigate online will be assessed via the online LLN review.

Any identified issues that may impact on your ability to study online will be discussed with you prior to enrolment.

This review will make recommendations about whether the course is suitable for you and identify any additional support where required.

Information Technology Requirements: -

There are minimal information technology requirements to optimally access the online learning management system (Moodle): -

- A computer/laptop/tablet/smart phone with an Internet access
- Latest Web Browser (e.g Google Chrome or Mozilla Firefox).
- Microsoft Word, PowerPoint, Excel 97 or later (or equivalent)
- PDF reader (e.g Adobe reader or Foxit Reader)

If student don't have any of the above applications/software, Students can obtain the required applications/software from Hammond Institute. This does not include computer and Internet access.

Learning Materials

Hammond Institute ensures that learning resources used in blended online training are understandable which includes depending on the Qualification: -

- Live virtual sessions
- Handouts
- Guided content
- Power point presentations
- Textbooks
- Learning activities
- Recorded sessions
- Assessments

Student engagement

Hammond Institute allows trainer/ assessors and course coordinator to monitor a student's participation in real time and retrospectively, observing and supervising their interaction with the learning material. Trainer/ assessors are then able to help students manage their progression through the course.

Collaborative learning opportunities will be provided so that you can interact with other students, through:

- Discussion forums.
- Webinars.
- WhatsApp Groups
- Some of our online courses involve attendance at face-to-face Workshops

Ongoing feedback will be provided as you study through:

- Interaction with trainers/assessors in discussion forums, via phone, webinars or email communication.
- interaction with trainers/assessors by email
- in response to individual queries
- In relation to tasks you complete.

We will contact students who have missed 2 consecutive virtual class session. Standard withdrawal procedure will apply to all blended course students who are not attending virtual class sessions as per their schedule.

Mode & method of assessment

Our online programs are delivered within a blended learning and assessment model including:

Online virtual Class: All blended course students are required to attend the live webinars and attendance must be above 80%.

Assessment: A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment will be outlined in the Course and Unit Outlines that will be a combination of:

- Knowledge questions.
- Projects, assignments, and essays.
- Demonstration of practical skills.
- Submission of portfolios
- Case studies
- Research
- Work placement tasks
- Workplace observations

Practical Placement: where applicable, students enrolled in blended online courses are still required to complete any practical placement hours in a workplace.

Trainers and Assessors

All trainers and assessors delivering online courses at Hammond Institute are experienced in virtual online delivery and have undertaken professional development in virtual online delivery, which includes:

- formal training in virtual online training
- formal qualifications in vocational education.
- training on how to manage and administer training using Moodle and related technologies
- participation in professional development to continue to develop online and digital skills.