

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 trainer@hammond.edu.au if they have any enquiries in relation to their work or assignment or for any clarifications and it will be responded every Tuesday via email by their respective trainer.
The strength of the group will be 25 students allocated to each trainer

Administrative Support

-) Available for queries by phone 03 9533 6504 and email office@hammond.edu.au between 9:00 am to 5:30 pm Monday to Friday.
-) Queries will be responded within 1 business day

IT support helpdesk for technical Support

-) Available for queries by phone 03 9533 6504 and email office@hammond.edu.au 9:00 am to 5:30 pm Monday to Friday.
-) During your live virtual class on 0449 669 544.
-) IT Queries will be responded within 1 business day.

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.

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If student don't have any of the above applications/software, Students can obtain the required

-) 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.

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