

## Purpose

The purpose of this policy is to ensure that as an adult learning environment, Vative Healthcare is committed to providing a quality learning experience for students studying courses that are delivered either fully online or via blended learning.

These online service standards support Vatie Healthcare’s commitment to our in key areas.

## Standards and Conditions

The following table represents areas which this policy and procedure relates to in accordance with Federal and State contract guidelines.

<b>ASQA: Standards</b>	<b>Delegate Requirements</b>	<b>HESG: VET Funding Contract</b>

## Responsible Parties

All Vative Healthcare staff are responsible for the care and use of the Learning Management System (LMS).

The Administration team is responsible for ensuring that the LMS associated with training resources is managed sufficiently. The Administration team will also be the contact person if any part is not working or needs updating.

<b>Version Control</b>	<b>Date of Release</b>	<b>Approved By</b>	<b>Scheduled Review</b>
1.1	1 August 2023	Carmie Walker	1 August 2026

## Policy Outline

Vative Healthcare will provide the following support to students studying any aspect of their course online:

### Educators (Trainers/Assessors)

Will provide details of their availability via phone, email, in person or other endorsed contact method such as aNewSpring platform or Zoom/Teams to respond to queries at the commencement of each session and this information will be available to students via aNewSpring (the Learning Management System);

- Will endeavour to reply to queries within three business days; and
- Will mark and return assessments submitted on time within 10 business days.

### Administrative Support

- Administrative support will be available by phone and email.
- A response to queries will be provided within three business days.

### Technical Support

- IT support will be available via phone and email. Details will be provided to students at the commencement of the course.
- A response to queries will be provided within three business days.

### Student Support Services

- Information relating to a wide range of Student Support Services, including Counselling Services, Library, Learning Support and Disability Support can be accessed on the Vative Healthcare website.

## Procedure Outline

### Student Entry Requirements and Induction

Vative Healthcare conducts a Pre-Training Review (as per our Student Induction P&P) which includes a Language, Literacy & Numeracy review for all prospective students to determine whether a course is suitable and appropriate for the students' individual needs. In addition, a student's capability to study online will also be determined via the Pre-training Review.

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Prospective students will be required to answer some questions on the Pre-training review form. A discussion based on the answers will then take place which will assist Vative Health care in understanding:

- the prospective student’s academic suitability for a course;
- whether the student satisfies any entry requirements that may be attached to a course;
- digital literacy and any support they may require
- access to necessary technology to study online.

#### Learning management system (LMS) technology requirements

Vative Healthcare use a learning management system (LMS) known as aNewSpring for online course delivery. The minimum recommended information technology requirements to enable optimal access to aNewSpring is a device:

- with a minimum of 8GB memory and 1.5 GHz processor.
- running a current operating system supporting recent browsers

Web-based content is available on hand held devices including mobile phones and tablets.

#### Learning Materials

Vative Healthcare ensures learning materials are presented in a variety of formats to optimise the learning experience, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums and webinars.

#### Student Engagement

Vative Healthcare provide an online learning experience that is engaging and interactive. As you progress through your course, ongoing feedback will be provided via:

- interaction with Educators, discussion forums and online messaging; and
- detailed feedback on your assessments.

We will monitor your participation and ensure that you continue to progress through your course. We will check to see how you are going within one month of your start date and contact you by email, or phone if it looks like you need some help.

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### Mode and Method of Assessment

Forms of assessment will vary per course, but may include a combination of the following:

- knowledge questions
- projects
- presentations
- evidence portfolios
- reports or case studies
- demonstration of practical skills.

Where students are asked to demonstrate competency in practical skills, video technology may be used.

### Educators

All Educators delivering online courses at Vative Healthcare have undertaken internal professional development in online delivery, which includes participation in staff meetings where ideas are shared for improvement opportunities.

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