

ONLINE SERVICE STANDARDS

Platinum Institute Australia (PIA) offers a range of programs that can be delivered partly or wholly online. This includes virtual classrooms and online assessment in a Learning Management System (LMS). We are committed to providing a quality learning experience for student studying online and these online service standards explain our commitment to you in key areas.

Compliance Reference

Contract and Guideline clauses – Schedule 1, Clauses 1.3 (f)

Key Areas

No.	Service
1	Student Support
2	Student Entry Requirements and Induction
3	Learning Materials
4	Student Engagement
5	Mode and Method of Assessment
6	Trainers and Assessors

Student Support

No.	Standards
1.1	Course Content – Student will have access to their Trainer for any support requirements with the training and assessment resources, this is accessible via email, face to face or Zoom discussions.
1.2	System and Setup – PIA Administration is available to support students with common system and IT issues. With the LMS, students will have access to various videos and instructions for reference and troubleshooting. PIA Administration can be contacted on 1300 326 888.
1.3	Student Welfare – PIAs Student Support Team are available for any student welfare concerns, this Team can be contacted on 1300 326 888.

Student Entry Requirements and Induction

2.1	Pre-Training Review – Digital Literacy will be assessed for each individual during their Pre-Training Review stage of the Application Process. This will identify any digital literacy skills that may be required for induction purposes.
2.2	IT Requirements – The students will require digital access, this can include access via; Smart Phone, iPad/Tablet/Lap Top/Computer. The Learning Management System is cloud-based and runs best on Google Chrome or Microsoft Edge. Students may require to attend virtual class sessions and these will be via Zoom. Students are encouraged to test their devices at https://zoom.us/test for functionality.

Learning Materials

3.1	Learning Tools – PIA aimed to provide students with interactive online experiences, these include access to activities offline to support their learning, which can then be uploaded for evidence purposes.
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	These tools include; Quizzes, Media (Visual and Audio), PowerPoints, Group Discussions.
3.2	Virtual Classroom – PIA will conduct lessons via Zoom for remote/distance sessions as an alternative to face-to-face classes as a last resort to accommodate students.

Student Engagement

4.1	Delivery modes available include; Virtual, Face to Face, Hybrid (combined cohort) with direct Trainer interaction. Students will be involved in group-based learning. It is expected that self-paced, digital activities will range from 2-3 hours of commitment each week.
4.2	Email support with Trainer (outside of scheduled training) – this is available throughout each qualification as required.

Mode and Method of Assessment

5.1	Depending on the qualification, a range of the following assessment methods are used: <ul style="list-style-type: none">• Question & Answer (Written assessment)• Project• Practical Assessment• Use of digital/visual technology
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Trainers and Assessors

6.1	Professional development – All Trainers and Assessors delivering online courses have received either formal training for online course delivery and/or participate in regular team discussions to share and build on their experiences.
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