

Policy 24: Online Service Standards Policy and Procedure

Purpose

This policy and procedure is to ensure that all students and staff are inducted, trained and supported throughout their duration of study or employment with the use of Learning Environment Online (LEO) - ACU's online learning management system.

Scope

This policy and procedure applies to all ACU staff and students.

Definitions

N/A

Policy

1. Learning Environment Online (LEO)

- 1.1. The University's online learning platform is called Learning Environment Online (LEO).
- 1.2. All training and assessment resources are made available to all students and staff through LEO.
- 1.3. All documents on LEO are controlled and all staff and students are required to use only documents that are available on LEO. Any other documents or resources must be approved by the relevant person within ACU College before they are used.

2. Student Entry Requirements and Induction

- 2.1. Applicants seeking to enrol in ACU Vocational Education courses must at a minimum have basic computer skills. Knowledge of MS Office products is preferable.
- 2.2. Students' computer literacy will be assessed through verbal questioning at the time of Pre-training review and through online enrolment using our online enrolment system.
- 2.3. It is recommended that the students have a computer or have access to a computer in order to complete the course successfully. ACU Library on each campus has range of computers available for students. The students can pre-book the computers online through the library website. Laptops and iPads are available for loan from the Library.
- 2.4. There is no specific software required for LEO. While all web browsers support LEO, it is recommended that students use Mozilla Firefox for better results. LEO is accessible on mobile devices as well.
- 2.5. All enrolled VET students are provided information on the access and use of LEO on the orientation day and again during the first two weeks after the course commencement date.

3. Student Support and Engagement

- 3.1. Majority of the training is delivered face to face in a physical learning space. LEO is used for assessment submissions, resubmissions and assessment feedback. Therefore the students are ably supported by trainers and assessors and the administration staff.
- 3.2. The LEO administration is available on Leo.ACUCollege@acu.edu.au who responds to student enquiries within 48 business hours.
- 3.3. Students also have access to online LEO guides for students, frequently asked questions, technical support available Monday to Friday (8.00 am to 10.00 pm) via email and phone.
- 3.4. Students who need computer literacy lessons may make use of the free access to online learning resources library www.lynda.com which all students have access to.
- 3.5. All relevant information on uploading assessments, reading assessment feedback, assessment due dates and postdates (result available dates) are published on LEO for easy access to students.
- 3.6. Students are encouraged to meet their teachers while on campus and seek clarification and assistance with any of the course materials including assessments.
- 3.7. Students are encouraged to use the chat/discussion forums available on LEO to interact with their trainers and other students in the class.

- 3.8. Students may also email the trainers directly, however if there is no response from the trainers within 48 business hours, the students are advised to contact the Group/Course Coordinators directly and seek assistance.
- 3.9. All common announcements and result release dates are communicated through LEO via the announcements.
- 3.10. Any Online Module/Unit will provide the contact details of unit staff in charge (trainer) who the students are encouraged to contact for any assistance with online module.
- 3.11. ACU provides Office 365 free of cost to all students until the course completion. Students must download Office 365 (if they do not have MS Office product on their computer/laptop) in order to complete the assessments. The assessment packs work well in MS Word.

4. Learning Materials and Assessments

- 4.1. Course timetable, unit outlines, PowerPoint presentations, Assessment packs, Assessment instruction, marking guide, relevant web links, drop boxes, Turnitin assessment submission links, quizzes, practical placement documents, policies and procedures, student and staff handouts (if relevant), VSL notices, Unit results and any other relevant resources are made available to students and staff on LEO.
- 4.2. Every online module is designed in line with the four basic principles of Web Content Accessibility Guidelines (WCAG): Perceivable, Operable, Understandable and Robust. ACU has employed a qualified online learning designer to manage the contents of the learning management system.
- 4.3. Each unit of competency may have different components of assessments. All assessment requirements must be completed as required in order to deem a student competent. Further details about the academic requirements are available in the Assessment Instruction for each units of competency and in Policy 10 Academic Integrity and Progress Policy and Procedure.
- 4.4. Students must read the assessment instruction for each unit to gain a comprehensive understanding of the assessment requirements.
- 4.5. Some online modules may have only self-marked assessments (quizzes) which requires 100% mastery in each module and other modules may have the combination of online assessments and practical tasks.

5. Trainers and Assessors

- 5.1. All trainers and assessors delivery and assessment online are qualified and experience in delivery and assessing online training.
- 5.2. Ongoing Professional Development sessions are organised for all trainers and assessors internally through ACU Learning and Teaching Centre. Staff are encouraged to attend professional development sessions externally through ACPET and VELG (corporate memberships) and any other relevant organisations.
- 5.3. All staff involved in online delivery and assessment have access to www.lynda.com an online resources library for all computer literacy needs.

Version History	Detail of update
Version 1.2	Rebranded to ACU College