

## Online Service Standards

EmployEase by Healthcare Australia offers courses partially delivered online via [Canvas Infrastructure](#) - our online Learner Management System (LMS) and Zoom – our video conferencing platform. EmployEase by Healthcare Australia is committed to providing a high-quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

### Student Support

EmployEase by Healthcare Australia provides the following support to students studying any aspect of their course online:

#### Trainers/assessors

- Will provide details of availability to respond to queries at the commencement of each unit and in the calendar within each unit.
- Will endeavour to reply to queries within 24 hours and assessment will be returned within 14 days.

#### Administrative Support

- Will be available for queries by phone and email between 8:30 am and 4:30 pm Monday to Friday.
- Will reply to queries within two business days

#### Canvas Infrastructure and Zoom Technical Support

- Will be available via phone or email between 8:30 am and 4:30 pm Monday to Friday.
- Will reply to queries within two business days

### Student Support services

EmployEase by Healthcare Australia has student support officers who can help students adjust to life as a student, deal with hurdles along the way and succeed in their course. Our services are complimentary and confidential. Our student support officers can make contact with students via telephone or email upon request.

### Student Entry Requirements and Induction

EmployEase by Healthcare Australia conducts a Pre-Training Review (PTR) for all prospective students to determine the placement of the student into the course or qualification appropriate to their needs and that they can be anticipated to achieve success in.

The placement in the chosen course is based on:

- the student's performance in the Language Literacy Numeracy (LLN) Test
- the student's needs and goals,
- the information gathered through Enrolment Application Form and PTR.
- Highest qualification gained in Australia or overseas, which has been assessed and
- deemed equivalent to Australian qualifications.

Completing the online enrolment form, PTR and LLN is an indicator in itself regarding a student's digital literacy.

As a result of the answers to the questions asked within the PTR/LLN process, we can then discuss the outcomes and make recommendations about whether the course is suitable for students and identify additional support where required.

EmployEase by Healthcare Australia [Canvas Infrastructure](#) and Zoom for course delivery. The following are the minimum information technology requirements to enable optimal access to both:

- A tablet device.
- A device with a minimum of 8GB memory and 1.5 Ghz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above.
- A web camera.

An introductory video about [Canvas Infrastructure](#) can be accessed when students first log in.

### Learning Materials

EmployEase by Healthcare Australia ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums

### Student Engagement

EmployEase by Healthcare Australia provides an online learning experience that is engaging and interactive. We will monitor student participation and ensure that they continue to progress through their course.

Collaborative learning opportunities will be provided so that students can interact with peers, through discussion forums.

Ongoing feedback will be provided as students study through:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to tasks they complete

EmployEase by Healthcare Australia contacts students who have not logged on within 1 week of the course commencement date.

Students who have not logged on within 1 month of the course commencement date and do not reengage after 3 attempts at contact will be deemed to have withdrawn from the course.

### Mode and Method of Assessment

A minimum of two forms of assessment will be used for each unit of competency and may involve assessment separate from [Canvas Infrastructure](#).

Forms of assessment will include:

- knowledge questions

- projects
- case studies/scenarios
- demonstration of practical skills.
- assignments

Where students are asked to demonstrate competency in practical skills, video technology may be used (if suitable to do so).

### **Trainers and Assessors**

All trainers and assessors delivering online courses at EmployEase by Healthcare Australia are experienced in online delivery and undertake professional development in online delivery.

### **Feedback**

At EmployEase by Healthcare Australia we strive for continuous improvement and value student feedback.

Please email comments, positive or negative, to [feedback@employease.com.au](mailto:feedback@employease.com.au).

Students will also have the opportunity to provide feedback relevant to the units that they have just completed at the end of their current study period.