



HIA offers a range of courses that can be delivered partly or wholly online. HIA Training is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

Student Support

HIA Training will provide the following support to students studying any aspect of their course online:

Trainers/Assessors

All trainers and assessors delivering online courses at HIA Training are experienced in online delivery and have undertaken professional development in online delivery.

- Will be available for queries about learning and assessment by phone, email and online chats/forums for the duration of the course.
- Will reply to queries within 48 hours and assessment will be returned within 14 days.
- No trainer/assessor will be available during the HIA Christmas close down period.

Administrative Support

- Will be available for queries by phone and email between 9.00am and 5.00pm Monday to Friday
- Will reply to queries within 48 hours.
- No admin support will be available during the HIA Christmas close down period.

Support for technical LMS queries

- Trainer/Assessor will be available for technical LMS queries via phone and email between 10.00am to 9.00pm everyday (except public holidays and HIA Christmas close down period)
- Will reply to queries within 48 hours

Support Services

- Counselling service available by appointment between 9.00am and 5.00pm Monday to Friday, in person or via phone call.

Student Entry requirement and induction

HIA Training 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, we will confirm your level of digital literacy.



As part of the Course Application Form, we will include assessment of your level of digital literacy by-

- Asking you to undertake a self-assessment quiz.
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you and identifying additional support where required. This will be done at the induction time.

HIA Training uses a learning management system (LMS) for online course delivery.

The following are the minimum information technology requirements to enable optimal access to the LMS:

Computer/Printer	Windows 7 or above to access webinar technology with a minimum screen resolution of 1200 x 800 and audio functionality. A functioning printer for occasional printing.
Web Browser	We officially support major browser versions – Microsoft Internet Explorer 10+, Mozilla Firefox 10+ and Google Chrome 17+. Enable JavaScript and accept cookies from LMS site.
Camera/Audio	Microphone, Webcam and speakers (USB headset recommended) to participate in webinars.
Plug-ins	Adobe Flash Player 9 is required.
Network connection	Minimum 512 kbps connection is required.
Firewall	If you have a firewall or a domain filtering program, access to the domains listed below needs to be granted: <ul style="list-style-type: none">• http://hia.thelearningstreet.com/

Learning Materials

HIA Training ensures that the learning materials used in online training are interactive and are presented in a variety of formats.

Accessibility

HIA Online learning provides:

- Provides text alternatives to images, graphs, videos and multimedia where possible
- Can meet various bandwidth requirements
- Can be used with alternative browsers



Format

- Content work across a range of environments desktop and mobile technology
- Meets online copyright requirements

Content

- High quality of HIA learning resources in the online environment
- LMS provides high quality interactivity including video, multiple choice, short answer, drag and drop, case studies, storytelling, real world examples, webinars and forums

Delivery and Assessment

- Interactivity at least every three screens
- Innovative instructional design within the current Rapid Build process
- Webinars x minimum 2 for each short course
- Forums/Chat
- Include all weblinks and any pivotal additions that support the participant.
- Include quality YouTube clips and small videos
- Audio and video

Student Engagement

HIA Training provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

Collaborative learning opportunities will be provided so that you can interact with peers, through

- Discussion forums
- Webinars

Ongoing feedback will be provided as you study through:

- Interaction with trainer/assessors in informal discussion forums, phone calls and via emails
- In response to individual queries and in relation to tasks you complete

Students who have not participated in training activity for more than 3 months may have their enrolment cancelled, HIA will continually support students and make attempts to reengage students. Training activity may include attending webinars, submitting assessments and logging into the LMS.



Mode and method of assessment

A minimum of two forms of assessment will be used for each unit of competency.

Forms of assessment may include combination of:

- Knowledge questions
- Projects
- Case studies
- Multiple Choice Questions
- Drag and Drop
- Demonstration of skills

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