



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 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 and technical support (e-learning technology and systems)

- 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 administrative or technical support will be available during the HIA Christmas close down period.

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, HIA will confirm the student's level of digital literacy.



As part of the course application, HIA will include assessment of the student's level of digital literacy by:

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

e-Learning System Requirements

Canvas

<https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Canvas/ta-p/66>

Zoom

<https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>

Webinar sessions

Hardware requirements are Microphone, Webcam and speakers (USB headset recommended) .

Finpa

<https://hia.thelearningstreet.com/NS/Doc/TechSpecs.aspx>

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 follows Web content accessibility guidelines.

Student Engagement

HIA Training will monitor student participation and ensure that students continue to progress through their course.

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 re-engage students. Training activity may include attending webinars, submitting assessments and logging into the Learning Management System.