

ASFA Learning Online Service Standards

ASFA Learning offers a range of courses that are delivered partly or wholly online. ASFA Learning 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

ASFA Learning provide the following support to students studying any aspect of their course online:

- Interaction with trainers and fellow students via the online forum within the ASFA Learning Hub
- Access to self-paced course materials online
- Student Advisors available for administrative or technical queries from 9am – 5pm, Mon-Fri. Queries are responded to within 48 hours
- Comprehensive support from trainers for queries about learning and assessment via phone and email on request. Requests will be responded to within 48 hours.

Student entry requirements

ASFA Learning 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 you will be asked to give a self-assessment of your digital skills and ability to access online training. If required, ASFA will discuss the self-assessment and make recommendations about whether the course is suitable for you and identify any additional support needs required. ASFA Learning will also ensure you have the Language, Literacy and Numeracy (LLN) level required to undertake the course during the Pre-Training Review.

ASFA Learning uses a Learning Management System (LMS) called the ASFA Learning Hub for all online course delivery. In order to use the ASFA Learning Hub you will need the following:

- Computer compatible with Windows, Mac or Android operating systems. Web-based content is also accessible using hand held devices such as smart phones and tablets.
- A reliable internet connection. Supported browsers include Firefox 3+, Google Chrome 4+, Microsoft Internet Explorer 7 and 8, Opera 9+, Safari 3+ (download latest browser software for free online).
- Software: Adobe Acrobat Reader and Flash Player (latest versions available for free download at Adobe website). It is also recommended to have Microsoft Word and Microsoft Excel.

Learning materials

ASFA Learning ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio.

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ASFA Learning are committed to meeting the principles of the Web Content Accessibility Guidelines v2.0 by ensuring that our online learning materials are presented in a manner that is perceivable, operable, understandable and robust.

Student engagement

ASFA Learning provides an online learning experience that is engaging and interactive. Collaborative learning opportunities will be provided so that you can interact with peers. For example, these could occur through:

- Online forums within the ASFA Learning Hub.

Ongoing feedback will be provided as you study. For example, these could occur:

- Via interaction with trainers/assessors in discussion forums
- In response to direct individual queries and in relation to tasks or assessments you complete.

We will monitor your participation and ensure that you continue to progress through your course. Progress is measured by (but not limited to):

- Your engagement with the ASFA Learning Hub
- Active participation in online forums
- Responses to any communications from ASFA Learning
- Completion of surveys sent by ASFA Learning
- Updates from your employer (if funding your course)
- Assessment submissions.

All students enrolled with ASFA Learning receive automated progress reports showing what progress they have made and what is still required to complete their course. Notifications are sent at 30 / 90 / 140 days from commencement date.

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:

- Multiple choice tests
- Short answer questions
- Written Assignments
- Case studies
- Demonstration of practical skills.

Trainers and assessors

All trainers and assessors delivering or assessing online courses at ASFA Learning are qualified and current in the areas that they deliver and assess. They engage in:

- Ongoing professional development in online training
- Training on how to manage and administer training using the learning management system, the ASFA Learning Hub.