

## BHI Online Service Standards

<p><b>Online Service Standards</b></p>
<p>At Box Hill Institute (BHI) we offer a number of programs that are delivered either partly or wholly online and we are committed to providing a high quality and supportive learning experience for you. These online service standards outline our commitment to you in the following key areas.</p>
<p><b>Student Support Services</b></p>
<p>As a BHI Online student, you have access to the same support services as on-campus students. BHI will provide the following support when you study any aspects of your programs online:</p> <ul style="list-style-type: none"> <li>• Availability of teachers/trainers/assessors</li> <li>• Teachers will be available for enquiries about learning and assessment by telephone and email Monday to Friday for the duration of your program/module. You can also contact your teacher via StudentWeb.</li> <li>• You will receive a subject or a cluster plan at the beginning of the subject commencement. The subject or a cluster plan will available to you on StudentWeb and will have details of the teachers and instructions on how to contact them for the duration of your program.</li> <li>• Are available for technical queries relating to Student access and navigating. Where the query is complex the Teacher will direct you to e-support services for assistance.</li> <li>• Will reply to queries within 2 business days and assessment will be marked and returned within 10 working days</li> </ul>
<p><b>Administrative</b></p>
<ul style="list-style-type: none"> <li>• Administrative support staff are available between the hours of 9.00am – 4.30pm, Monday to Friday. They can be contacted on 1300 291 634 or at <a href="mailto:programinfo@boxhill.edu.au">programinfo@boxhill.edu.au</a>. Program specific information will be provided to you at the time of commencing your program.</li> <li>• Please allow 2 working days for the processing of your request/s.</li> </ul>
<p><b>Wellbeing</b></p>
<p>Student Wellbeing Officers are located on each campus. They can provide student support during business hours Monday to Friday (except public holidays) by contacting them on 9286 9891.</p>
<p><b>Library</b></p>
<p>You can access a library at all four campuses. City, Elgar and Nelson campuses are open during business hours Monday to Friday (except public holidays). Lilydale Lakeside campus is open on Monday – Tuesday and Thursday – Friday. Email: <a href="mailto:library@boxhill.edu.au">library@boxhill.edu.au</a>. Library contact details and addresses are available on StudentWeb.</p>
<p><b>Student Web</b></p>
<p>You will access your Training Plan, learning and assessment materials using Moodle learning management system commonly known as StudentWeb.</p>

## BHI Online Service Standards

### Hardware and Software Requirements

Your computer will need an Internet connection with the following requirements:

Web Browser: Latest version of Firefox, Safari, Google Chrome or Microsoft Edge

Web-based content is available on hand held devices including mobile phones and tablets.

To view all the resources uploaded to StudentWeb and to submit assessment tasks you will need to have Microsoft Office (Word, Excel, PowerPoint) or an equivalent (e.g. Open Office, Viewer) installed. As a student at BHI you have access to Office 365, which can be installed on your pc, mac or tablet device for free via StudentWeb.

Students experiencing poor internet connections may choose to attend any of the four campuses where free Wi-Fi is available as well access to computers.

### IT Support

Students can phone the IT Service Desk on 9286 9465 between 8am and 6pm Monday to Friday or submit a request via Student Job Log.

### Student Entry Requirements

BHI conducts a comprehensive Pre-Training Review for all prospective students to determine whether a program is suitable and appropriate for their individual needs including your level of digital literacy by asking you to undertake a self-assessment quiz on:

- Career aspirations and interests including expectations and objectives;
- Employment and volunteer work experience;
- Software access and digital capabilities;
- Knowledge and skills achieved through previous courses undertaken and completed; and
- Make recommendations about whether the program you wish to enrol in is suitable for you as well as any identified areas that require additional support.

### Student Engagement

Box Hill Institute provides an online learning experience that is engaging and interactive. Collaborative learning opportunities will be provided so that you can interact with peers, through:

- Interactive discussion forums
- Interactive live webinars with teachers and peers
- Online chats
- e-portfolio

Ongoing feedback will be provided as you study:

- Through interaction with teachers/trainers/assessors in informal discussion forums
- In response to individual queries and in relation to tasks you complete.

We will contact you if you haven't logged on within two weeks of the subject commencement date. We will also monitor your participation to help keep your studies on track and will contact you if you don't actively participate with the online resources at least once a month.

## BHI Online Service Standards

### Learning materials

BHI ensures that web content learning materials used in online training are interactive and presented in a variety of formats to optimize the learning experience, including but not limited to:

- Guided content
- Graphics
- Video

Alternative versions of key information can be provided upon request to students with accessibility issues.

### Mode and Method of Assessment

A minimum of two or more forms of assessment will be used for each subject. Forms of assessment will vary per program but may include a combination of the following:

- Demonstration of practical skills
- Work observation
- Knowledge questions
- Presentations
- Projects
- Reports
- Portfolios

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

### Teachers and Assessors

Our teachers are experienced in delivering online programs by regularly participating in formal and in-house professional development, which includes but not limited to:

- Design an online program
- Online facilitation
- Creating Assessments in StudentWeb
- Teaching and assessing in online environment