

ONLINE SERVICE STANDARDS

Academy Green Learning offers a range of courses delivered online. Academy Green Learning’s mission is to deliver quality training assessment that meets the needs of learners and industry. We are committed to providing a high-quality learning experience for students and these online service standards explain our commitment.

Digital Literacy

As part of the pre-enrolment, we will assess your level of digital literacy by:

- Asking/confirming with you to clarify/ascertain your digital literacy relevance.
- Discussing the digital literacy matter with you.
- Making recommendations about whether the course is suitable for you as well as identifying areas that require additional support.

System Requirements

You will access your learning and assessment materials using the student portal - Axcelerate Learning Management System (Axcelerate LMS). The following are the minimum information technology requirements for you to access your course materials:

PC, laptop, desktop:

Academy Green Learning use aXcelerate as our Learning Management System and it works with the latest versions of:

- A desktop or laptop computer (with at least 8GB memory and 1.8Ghz processor)
 - [Chrome](#) (recommended)
 - [Safari for Mac](#)
 - [Firefox](#)
 - [Microsoft Edge](#)

Mobile & Tablet App compatibility

- aXcelerate Android apps are only compatible with Android version 7.1 and later.
- aXcelerate Apple apps have their minimum operating system listed within the App Store. The minimum is managed by Apple, not by aXcelerate. The minimum at time of writing is version 12.

Other requirements:

- A reliable internet connection
- Accessories may be required such as headphones, speaker, camera, printer/scanner, USB etc.

Student Support

Initial advice, tools and information is provided to assist you in determining the appropriateness of specific courses and online delivery mode(s) for your training needs.

Academy Green Learning Online provides the following support to help you with your study:

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IT Support and Induction

After enrolment and prior to formal training and assessment, you will receive a guide to get you familiar with the LMS system.

Students can also phone the student support team on 02 8325 0177 during office hours to help resolve most IT issues. For more technical issues, they will coordinate further support from the relevant IT help desk.

Trainers/Assessors – Academic Support

As an Academy Green Learning Online student, you will regularly engage with your designated trainer/assessor through phone messages, emails, group discussion and scheduled live webinars.

Maintain communication with your trainer/assessor through your current and valid mobile numbers and email addresses.

The trainer/assessor will respond to your queries as earliest as possible. Assessments submitted on time will be marked and you will be notified of the outcomes with relevant feedback.

Additional Help from the Student Support Team

Help by phone or email is available from the student support team:
 Monday to Friday (8am-5pm)

The team (non-academic) will reply to phone calls during business hours promptly and to emails within two business days. You can reach the student support staff on 02 8325 0177 or email info@academygreen.edu.au

As an Academy Green Learning Online student, you have access to the same support services such as coaching, mentoring, counselling services etc. as face to face/in-class or workplace training students.

Online Learning Methods

Self-paced

Individual logins for the online Learning Management System (LMS) allow the student to undertake their learning and assessments at their own pace and in their own time to fit in with their other study or work commitments. We provide both written and verbal instructions to support the student in how to log on and commence the program.

Our student support staff also provide over the phone general (non-academic) support. Each student has an allocated trainer/assessor for academic support.

This style of learning provides more opportunity for immediate interactive feedback and allows trainers to contextualise assessments to students individually. The online LMS provides current information on each individual student’s progress and automated updates to training plans.

Virtual classrooms

Online virtual classrooms may be used to provide a visual learning aid for students to gain an understanding of the objectives of the tasks at hand. This technique reinforces information and knowledge gained during self-paced learning in each unit.

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Learning & Assessment

Accessibility Statement

Academy Green Learning is committed to improving the user experience and ensuring that our website and its content are available to the widest possible audience. With online students, student portal and its contents, functions must be run effectively and efficiently in delivering training and assessment services.

If any information or service is inaccessible or you would like additional support with a physical, medical or mental health condition, please email our Student Support team. If you are having technical difficulties, please email our IT Support team. We will aim to get back to you as soon as possible.

Learning and Assessment Materials

Academy Green Learning ensures that our own course developer carefully considers online students and assessment requirements when developing assessment materials, tools and methods. Assessment tools and methods would be amended/adapted appropriately to fit the online delivery and assessment environment.

Learning materials may be presented in a variety of formats to optimise the learning experience, including:

- Digital Learner Guide and other training materials
- Online assessment documents
- Interactive live webinars with trainers/assessors and peers
- Interactive discussion forums
- Guided content
- Video
- Audio.

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

Assessment Methods

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

Forms of assessment will vary per unit and program, but may include a combination of the following:

- Knowledge questions
- Roleplays
- Projects
- Assignments
- Evidence portfolios
- Case studies
- Practical demonstration

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

Notes:

- Always check with your trainer/assessor to ensure the assessment evidence fulfils the requirements of the unit assessment.
- Consult with the IT support team on how to download or upload assessment documents and evidence.

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Trainer/Assessor Online Competence

All trainers and assessors delivering online courses at Academy Green Learning undertake professional development in online delivery, as well as formal current teaching qualifications and current industry experience in their field of expertise.

We take advantage of the latest teaching technologies and best practice teaching methodologies to bring you up to date and engage in learning wherever and whenever you want it.

Engagement & Progression

Academy Green Learning provides collaborative learning opportunities that enables you to interact and engage with your peers and trainer/assessor through methods appropriate to you.

The LMS also gives you and your trainer/assessor your latest achievement and completion levels. While engaging with your trainer/assessor and your peers:

- Be active and participate fully in any online group meetings or discussions.
- Respect each other and maintain acceptable online etiquette.
- Cheating and/or plagiarism are not acceptable.

Ongoing feedback will be provided as you study, through:

- Interaction with trainer/assessor in webinars, discussion forums and online messaging.
- Detailed feedback on your assessments.

The Student Support Staff is there to help. Through the Learning Management System (LMS), we monitor your participation and progression to help you keep track of your training and assessment. We will check to see how you are doing with your training and contact you by email, phone or SMS if it looks like you need some help. Student progress is monitored on at least a monthly basis.

Withdrawing – Cancelling from a Course

After enrolment, if for any reason you consider withdrawing, cancelling or delaying your training, please contact our Student Support staff immediately as it may impact on any applicable cooling-off period, funding, fees and refunds.

Service Reviews

All online services are reviewed at appropriate times as part of the continuous improvement and validation processes. The review would include determining online training program success by measuring student achievement and satisfaction based on valid and reliable assessment techniques.

Factors considered for online services during all reviews include:

- Technical aspects of the LMS including user friendly
- Student achievement & completion levels.
- Internal and external feedback data.
- Satisfaction surveys by students and trainers/assessors, as appropriate.
- Reviewing and updating policies and procedures
- Reviewing appropriateness, effectiveness, and quality of delivering and learning technologies.

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