

# STA – ONLINE SERVICE STANDARDS

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STA offers a range of courses that are delivered partially online via the student portal – Moodle & Canvas. STA is committed to providing a quality learning experience for students studying online, and these online services standards explain our commitment to students in key areas.

## **STUDENT SUPPORT**

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

### **Trainers/assessors**

Will provide details of availability to respond to queries at the commencement of each unit and in the calendar within each unit.

Will endeavor to reply to queries within 24 hours and assessment will be returned within 10 days.

### **Administrative Support**

Will be available for queries by phone and email between 8:00am and 4:00pm Monday to Friday.

Will reply to queries within two business days.

## **LEARNING MATERIALS**

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

- Guided content
- Graphics
- Video
- Audio

STA 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.

Ongoing feedback will be provided via:

- Interactive with trainers/assessors and
- In response to individual queries and in relation to tasks you complete.

## **MODE AND METHOD OF ASSESSMENT**

A minimum of two forms of assessment will be used for each unit of competency, and may involve assessment separate to the MyLearning online environment.

Forms of assessment will include:

- Knowledge questions
- Projects
- Case studies
- Demonstration of practical skills
- Assignments
- Professional placement experience