ONLINE SERVICE STANDARDS

Purpose

International Institute of Technology and Management Australia (IITMA) is dedicated to delivering a high-quality online learning experience through RTO Data Cloud platform. These standards demonstrate IITMA's commitment to providing essential support, engagement, and effective assessment for students in online education.

Student Support

IITMA ensures comprehensive support for online learners with various resources:

- **Trainers/Assessors:** Teachers are available by email and outline their availability in each unit's course calendar, responding to inquiries within 24 hours on weekdays and providing assessment feedback within 10 days.

- **Administrative Support:** Administrative staff are available from 9:00 AM to 5:00 PM, Monday to Friday, responding to inquiries within two business days.

- **Technical Support:** ICT support is available 9:00 AM to 5:00 PM, via phone or email with a commitment to address inquiries within two business days.

- **Student Support Services:** IITMA offers confidential, no-cost services to assist students with online learning adaptation and academic challenges, available by phone or email upon request.

Student Entry Requirements and Induction

IITMA conducts a Pre-Training Review (PTR) for all prospective students, assessing suitability and digital literacy through a self-assessment and device/computer skills review. Minimum requirements for online participation include:

- A computer or device with sound, camera, and internet access
- Basic internet navigation skills, including familiarity with Zoom
- Software such as Microsoft Word
- Ability to use the internet including the downloading and usage of software applications
- Being able to interact through the use of the Zoom App.

Self-Paced Learning

Self-paced study is a core component of IITMA's online programs, with students encouraged to manage study time effectively. For a typical 6-week study period, a commitment of 5-6 hours per week is recommended for self-paced learning, along with additional time for assessment preparation and completion. At the unit induction session, trainers discuss the timing of activities, and students are encouraged to develop a weekly study schedule based on the course outline. If students encounter difficulties managing their time, they are advised to contact their trainer/assessor.

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Your Responsibilities as a Student

As a learner, students are expected to manage their learning activities proactively, balancing studies with other commitments. Responsibilities include:

- Planning and organizing learning tasks
- Meeting deadlines for assessments and providing valid reasons or documentation if unable to do so
- Seeking advice promptly if issues arise
- Informing IITMA of any changes to personal circumstances that might impact studies

Learning Materials

IITMA designs online learning materials to engage students, including:

- Guided content, visual graphics, video/audio components, and forums.

Student Engagement

IITMA promotes active participation by monitoring student progress throughout the program. Trainers interact with the student through phone, email and provide feedback through task comments, individual responses. IITMA also follows up with students who do not progress and encourages them by providing the required support to progress through the completion.

Assessment Methods

IITMA employs diverse assessment methods to ensure comprehensive evaluation, such as:

- Knowledge questions, projects, case studies and practical assessments. Trainers are proficient in Zoom and online delivery, ensuring robust assessments.

Trainers and Assessors

IITMA's trainers and assessors are highly qualified in online delivery methods, regularly participate in professional development and undergo annual reviews to ensure course content remains relevant and effective for the online learning environment. Trainers leverage Zoom and other tools to provide quality feedback and guidance throughout students' courses.