Arbortrim Australia Pty Ltd
Online Service Standards

Arbortrim Australia Pty Ltd "Arbortrim" offers a range of programs that may be delivered and/or assessed partly or wholly online. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment in key areas.

STUDENT SUPPORT
Arbortrim will provide the following support to students studying any aspect of their program online:

Trainers/Assessors
- are available for queries about learning and assessment by phone and email on their scheduled working days for the duration on the program
- will endeavour to reply to queries within 7 days and provide assessment feedback within 28 days of submission
- can be contacted by phone 1300 366 015 or email info@arbortrim.com.au

Administrative Support and IT Technical Support
- is available by phone and email between 8am and 4pm, Monday to Friday
- will reply within 2 business days
- can be contacted by phone 1300 366 015 or email info@arbortrim.com.au

STUDENT ENTRY REQUIREMENTS AND INDUCTION
Arbortrim conducts a comprehensive Pre-Training Review for all prospective students to determine whether a program is suitable and appropriate for their individual needs. This includes an assessment of their digital literacy by:
- asking them to do a self-assessment quiz
- discussing the quiz outcomes, making recommendations about whether the program is suitable and identifying additional support where required

Arbortrim uses the following platforms for online learning and/or assessment:
- Catapult LMS (Learning Management System). At the beginning of training, students will receive login details and be introduced to Catapult through email instructions. Introductory videos can also be found at https://catapult-elearning.com/how-to-guides/
- Microsoft Teams

The following are the minimum information technology requirements to enable optimal access to the LMS:
- a device with a minimum of 8GB memory and 1.5Ghz processor
- a device with a camera and microphone
- Microsoft Windows 8 and above or Mac OS version 10 and above
- up-to-date internet browser (Google Chrome or Firefox is recommenced - Internet Explorer and Safari do not support all Catapult functions)
- Stable internet connection

LEARNING MATERIALS
Learning materials used in online training are generally interactive and may be presented in a variety of formats, including:
- guided content
- graphics
- video
- audio
- webinar

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The principles of the Web Content Accessibility Guidelines are applied to our learning materials by ensuring that they are: perceivable, operable, understandable and robust.

STUDENT ENGAGEMENT

Arbortrim provides an online learning experience that is engaging and interactive. We will monitor student participation and support students to progress through their program.

Collaborative learning opportunities will be provided so that students can interact with their peers.

Ongoing feedback will be provided through:
- interaction with trainers/assessors
- in response to individual queries and in relation to the tasks completed

We will contact students if they have not logged on within 4 weeks of the program commencement date.

Students will be deemed to have withdrawn from the program if:
- they have not logged on within 4 weeks of the program commencement date; or
- they have not logged on for a period of 2 months; and
- they do not reengage with us after making three attempts at contact

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each subject.
Forms of assessment may include:
- knowledge questions
- projects
- case studies
- demonstration of practical skills

We may require students to use video technology or attend onsite to demonstrate their competency in practical skills.

SKILLS FIRST TEACHERS

All trainers and assessors delivering online courses are experienced in online delivery and have undertaken professional development in online delivery which includes:
- formal qualifications in training and assessment
- training on how to manage and administer training and assessment using Catapult
- ongoing professional development in online training

RTO CONTACT DETAILS

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