



Gov3: ONLINE SERVICE STANDARDS

Think Academy of Business and Technology (“TABT”) offers a range of courses that can be delivered via distance/online. Think Academy of Business and Technology is committed to providing a quality learning experience for students studying via distance/online and these online service standards explain our commitment.

1.0 Student Support

1.1 Trainers/assessors

- Will be available for queries about learning and assessment by phone or email or via video conference between 9:00am and 5:00pm Monday to Friday for the duration of the course/module.
- Will reply to queries within 24 hours and assessment will be returned within 3 business days.

1.2 Administration support

- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours

1.3 IT support helpdesk for technical queries

- Will be available via phone, email and video conference between 9.00am and 4:00pm Monday to Friday.
- Will reply to queries within 48 hours

1.4 Support services

- Course progression counselling services available by appointment between 9:00am and 5:00pm Monday to Friday, by phone, email, in person or via video conference.

2.0 Student entry requirements and induction

TABT conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, prospective students are required to complete an assessment to determine their language literacy and numeracy suitability for the course in which they are seeking to enrol.

TABT uses a learning management system (LMS) for online course delivery. The following are the minimum information technology requirements to enable optimal access to the LMS:

- A device with a minimum of 8GB memory and 1.8Ghz processor.
- A reliable internet connection
- Microsoft Windows 2000 and above or Mac OS version 10 and above. Web-based content is available on hand held devices including mobile phones and tablets.

Please note: Bookkeeping and accounting students will need access to a PC to engage with MYOB / XERO learning software and materials.

3.0 Learning materials

TABT course materials consist of screen-based learning guides. Each learning guide contains reading content supplemented by online learning tools such as carefully selected reading and research activities, show & tell videos and individual walkthroughs.

4.0 Student engagement

TABT provides an online learning experience that is engaging and easy to follow. We will monitor your participation and ensure that you continue to progress through your course.

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors via email, phone, webinars and video conferencing
- in response to individual queries and in relation to tasks you complete

We will contact students who have not logged on within 45 days of the course commencement date. Students who have not logged on within 6 months of the course commencement date that do not re-engage after 4 attempts at contact will be deemed to have withdrawn from the course.

5.0 Mode and method of assessments

TABT has carefully structured its Assessments to include a variety of formats which will enhance your understanding:

- Multiple choice questions
- Case studies and Short Answer questions
- Calculation questions
- Accounting Software simulation questions
- Workplace scenarios
- Observation

- Projects
- Role Play

6.0 Details of trainer and assessor skill and experience in online delivery

TABT's trainers and assessors are experienced in online delivery and have undertaken professional development which includes:

- continuing professional development webinars including online training
- participation in seminars/events/summits and staff training addressing interactive adaptive technology for use in online delivery.

7.0 Review Date

12 months from the date of this version, or as required.

8.0 Version History

Version	Date	Reason for change	Prepared By	Approved By
V3	Sept 2021	Initial review	Quality & Compliance Manager	CEO
V4	June 2022	Updating to meet Skills First Contract	Marie Vassallo Consulting Australia	CEO
V5	June 2023	Annual Review	Quality & Compliance Manager	CEO
V6	May 2024	Annual Review	Quality & Compliance Manager	CEO