

# Online Service Standards

Monarch Institute offers a range of courses which are delivered online.  
We are committed to providing a quality learning experience for students studying online.  
These online service standards explain our commitment to students in key areas.

## 1. Student support services

Monarch Institute provides the following support to students studying any aspect of their course online:

### Trainers/assessors

- Are available for queries about learning and assessment by phone, email or video classrooms.  
Students can email their trainers with their questions or request a call back at a mutually convenient time.
- Will action support requests asap. Queries should be responded to within 24 hours (during business hours) and assessments will be returned within 14 business days (often much sooner i.e. 5–7 business days).

### IT support helpdesk for technical queries

- Is available for queries by phone and email between 9:00am and 5:30pm Monday to Thursday or 9:00am and 5:00pm on Fridays (EST)
- Support requests will be actioned within 72 hours

### Information support

- Is available by phone and email between 9:00am and 5:30pm Monday to Thursday or 9:00am and 5:00pm on Fridays (EST)

## 2. Student entry requirements and induction

Monarch Institute conducts a comprehensive Pre-Training Review (PTR) for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the PTR, prospective students are asked questions about their level of digital literacy. Prospective students will be required to complete an assessment to determine their language literacy and numeracy suitability for the course in which they are seeking to enrol. Monarch Institute 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.
- 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.
- Microsoft office
- email account

## 3. Learning materials

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

- guided content
- video and screencasts
- textbooks and/or PDFs or digital books
- discussion forums and webinars

## 4. Student engagement

Monarch Institute 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 and feedback on assessments in the LMS.

Students who fail to regularly engage within the module timeframe will be contacted and may be deemed to have withdrawn from the course.

## 5. Mode and method of assessments

Assessments are accessible on the LMS. Each course uses assessment methods relevant to the qualification.

Forms of assessment may include: Forms of assessment will include:

- multiple choice questions
- scenario based questions
- workplace simulations
- case studies
- short answer knowledge questions
- calculations
- projects/research questions
- roleplays (video self-recording and upload of the file)

## 6. Details of trainer and assessor skill and experience in online delivery

Monarch Institute'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