

ONLINE SERVICE STANDARDS

Victorian International Academy (VIA) offers a range of courses delivered in both the classroom and face to face in the workplace. These programs are supported with an online Student Portal that gives students access to reading material related to their course.

STUDENT SUPPORT

VIA will provide the following support to students currently studying:

Trainers/Assessors

- All students are provided with their trainer/assessors contact details and a copy of their Training Plan upon confirmation of training.
- Trainers will contact students directly throughout the course and are available to the student throughout the entirety of their studies with VIA.
- Trainers are available in the VIA Fitzroy Academy, Monday to Friday between 9am – 5pm.

Student Portal

- All students will be emailed a link to their student portal upon commencement of their program which provides:
 - Reading materials related to their qualification can be accessed/downloaded

VIA Website:

- All students have access to the following documents on the VIA website:
 - Student Handbook
 - VIA Statement of Fees
 - VIA Complaints and Appeals Form and Policy
 - VIA Student Withdrawal Form

Administrative/IT support

- Will be available for queries by phone and email between 9am - 5pm Monday to Friday
- All queries will be responded to within 48 hours

STUDENT ENTRY REQUIREMENTS AND INDUCTION

VIA conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. Part of the enrolment process includes an assessment on Literacy and Numeracy, to identify any support needed.

The following are the minimum information technology requirements to enable optimal access to the Student Portal:

- A PDF reader (eg. Adobe, Foxit)
- Internet Browser (Google Chrome, Safari, Firefox, Internet Explorer or Microsoft Edge)
- Internet connection (ADSL or better)

Web based content is available on handheld devices including mobile phones and tablets.

LEARNING MATERIALS

Victorian International Academy provides Reading Materials for students through the Student Portal. All other Learning Materials will be provided throughout the program by your Trainer/Assessor.

If students are unable to access their Reading Material a copy will be provided on a USB or emailed to the student.

STUDENT ENGAGEMENT

Training sessions are held face to face either at the student's workplace or classroom based depending on the type of training chosen. Each student is contacted at least once per month throughout their course via either a face to face training session or monthly contact with their trainer/assessor discussing their progress in their training.

Each student is given a training calendar with the pre-set dates for these scheduled contacts

Any students they have not had any contact for over two months are considered at risk of cancellation and will be contacted by VIA staff for follow up.

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment may include:

- Written Work
- Portfolio
- Projects/Case studies
- Role Play
- Observation and demonstration of practical skills
- Diaries/Workplace logs
- Employer sign off (workplace based)

All assessment is conducted throughout the face to face training program. There are no online assessment requirements for students.

TRAINERS AND ASSESSORS

All trainers and assessors delivering courses at VIA are experienced and have relevant qualifications and professional development related to their field of expertise. VIA provides all trainers with information on the Student Portal to assist their students to access the portal should it be required.