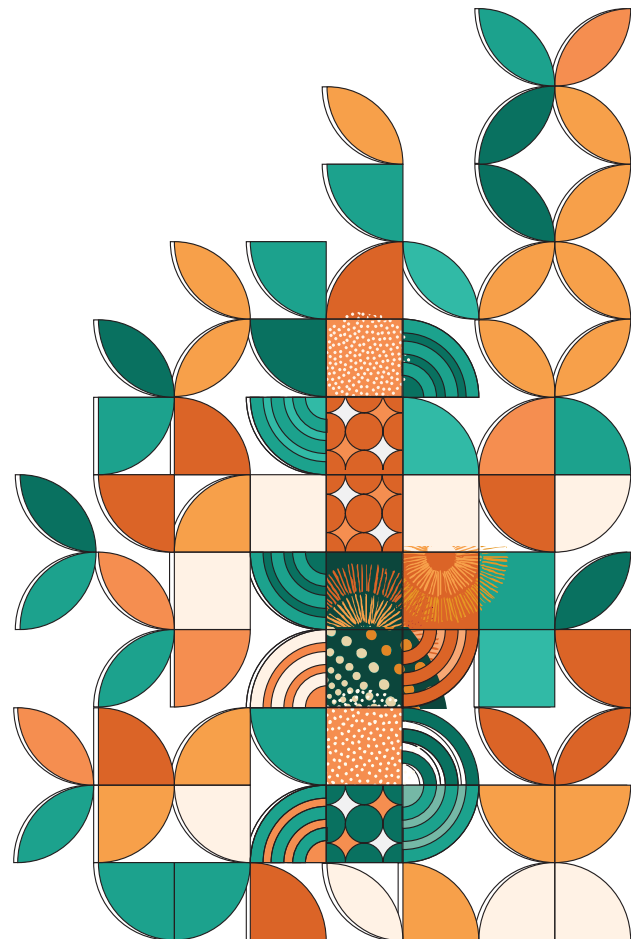


Online Service Standards



STUDENT SUPPORT

The Institute of Health & Nursing Australia (IHNA) offers support services to help students to succeed in their studies at IHNA. IHNA also provides support services for students who may require assistance in non-academic related areas. Some programs or support services are applicable for groups of students while others are for all students.

Skills First Teachers support for e-learning students.

- Students can contact their trainers/assessors Monday to Friday 9 am to 5 pm via phone, email, messaging and/or through Microsoft Teams.
- IHNA's trainers/assessors play an active role in student progress and are available for support through Microsoft Teams.
- They will provide a response to a student's email enquiry within 48 hours, during weekdays, and in most cases much sooner.
- At the commencement of the course, students will be introduced to their trainer/assessor, who will continue to give support as they progress through their studies through email, telephone calls and/or Teams.

Support to complete the enrolment.

IHNA's friendly admission support team provides one-on-one assistance to the students to complete the enrolment process by guiding them through documents via phone calls, emails, and face-to-face sessions. No prior appointment required.

Administrative Support

- IHNA's dedicated student support team is available to assist students Monday to Friday 9 am to 5 pm via phone, email, messaging and/or through Microsoft Teams.
- All requests are responded to within 24 hours and much sooner in most cases.

Learning Support

Your Course Coordinator can help if you are having difficulties with the units in your course. They can assist you to develop a better understanding of your class work and a learning plan to help you successfully complete your course.

Extended Administrative/ Learning support

IHNA is committed to helping students with all their study and administrative needs. If students have any questions about their course, IHNA will be able to point them in the right direction. Administrative Support Staff are

Name of student and Staff location	Designation	Contact details
Poorvi Patel (Melbourne CBD Campus)	Head of Student support Department	Ph – 03 9455 4444 Email – poorvi@hci.edu.au
Dharini Patel (Melbourne CBD Campus)	Student Welfare Officer	Ph – 03 9455 4444 Email – dharini@hci.edu.au
Marsha Maulab(Sydney Campus)	Student Welfare Officer	Ph – 02 8228 6400 Email – marsha@healthcareers.edu.au
Anju Sunilkumar (Perth Campus)	Student Welfare Officer	Ph – 08 6212 8200 Email – anju.sunilkumar@hci.edu.au

The following links provide additional information on the support services offered by IHNA

<https://ihna.edu.au/current-students>

<https://ihna.edu.au/academic-support>

<https://ihna.edu.au/mental-health-wellbeing-support-services>

<https://ihna.edu.au/student-representative-council>

Support to Aboriginal and Torres Strait Islander Peoples

- Students of Aboriginal and Torres Strait Islander background may contact the Training Manager/Course Coordinator for scholarship and/or any cultural, study or general support. The Training Manager/Course Coordinator will assist them in liaising with the Aboriginal and Torres Strait Islanders Education & Support Committee.
- Students enrolled in the nursing courses at IHNA can get membership from Congress other Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM) and will be eligible for all their support services.

Clinical Learning Laboratories

- All IHNA campuses have multi-purpose clinical learning laboratories available for teaching, demonstrating and practice of skills along with access to a bathroom that includes a bath and a shower facility for demonstration and practice.
- Each clinical learning laboratory is furnished with audio-visual equipment including internet facilities available for staff and student use. In addition, there are two self-directed learning rooms that students can use for clinical skills real skills related.
- The clinical laboratory and the library will be open from 08.30 to 18.30 hours so that students could get more time for practice. Students have to organise with the Course Coordinator if they need extra support or assistance from a trainer/assessor for the laboratory session.

IT Support/ Technical Support

- Technical Support is available 24x7 via chat from the student's portal. Students can also call the
- Toll- Free number 1800 22 52 83 and press 2 for technical support.

Library Services

- IHNA had an extensive online library with eBooks, journals, e-Journals and audio-visual materials available to students.
- The Online library is available 24x7 for students their learning management system.
- We also have a librarian available Monday to Friday for consultation and any support to access these resources.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

IHNA shall ensure that where courses have specific entry requirements these are clearly stated in course information published on the website and related marketing materials.

Specific entrance requirements may include:

- Pre-requisite skills, experience, qualifications, or units of competency
- Completion of qualifying processes including interviews; presentation of portfolios; and supplementary application forms
- Holding current police or working with children's checks where required by employers or regulatory authorities.
- Minimum age requirements where required by a regulatory authority.
- Attendance at compulsory information sessions
- Testing of literacy and numeracy or aptitude
- Completion of specified secondary schooling.

IHNA shall ensure that potential students are provided with access to clear information prior to enrolment regarding the commitment they are entering. This will include where applicable:

- Fees and charges and the total cost of enrolment
- Responsibilities with respect to payment of fees and charges
- Eligibility for funding and the impact on future eligibility
- The currency of the training product
- The location and duration of the course
- Delivery modes and assessment methods
- Work placement arrangements
- IHNA student code of conduct

IHNA shall maintain student support services to provide advice to students prior to and during the application and selection process to ensure that students can make an informed decision regarding:

- Appropriateness of courses for their desired employment or education outcomes
- Services available to support individual learning needs.
- Alternate pathways for achieving desired outcomes.
- Availability of advanced standing through credit transfer and recognition of prior learning
- Availability of fee payment plans

Students will be using the following platforms during their course of study:

- Student Support and Administrative Platform - Student Hub
- Learning Management System - Student Hub and/or Canvas
- Communication – Microsoft Education Suite especially Microsoft Teams

Minimum hardware and software requirements

The minimum hardware requirements are:

- Computer with 1.7 GHz processor
- 4 GB of RAM

- Microsoft® Windows 7 Pro (32bit or 64 bit) or later
- 1024 x 768 display
- 128 Gb hard disk
- CD/DVD drive
- Sound card and speakers (or headphones)
- 1 Mbps or higher modem
- Or a Macintosh equivalent.

Recommended web browsers:

Latest versions of the following:

- Google Chrome Windows and Mac)
- Mozilla Firefox (Windows and Mac)
- Safari (Mac)

Student Support Tool

- Communication tools such as Microsoft Teams, Zoom and Go-to-mobile
- 24/7 Chatbot such as Rishi the Bot
- Counselling and Support Services including external counselling from Relationship Australia
- Ex Libris Integrated Library
- Student Support Ticket system incorporated into SMS and LMS
- Learning Management System - AceLMS
- Student Management System - Student Hub
- Placement Management System - Clinsoft

LEARNING MATERIALS

IHNA ensures learning materials are presented in a variety of formats to optimize the learning experience, some of which are given below:

- Interactive guided content
- Pre-recorded webinars
- Discussion forums
- Handouts
- Learner's guide
- Required and recommended readings
- Videos

These contents are developed using standard content development tools like Articulate Storyline ,PowerPoints, Zoom, Canvas, etc. and meet the high-level principles of the Web Content Accessibility Guidelines.

Where possible, content is provided in multiple formats for e.g., transcripts are provided for audio, the same content is provided in both HTML and PowerPoint formats etc. to address the varying needs of the learner.

STUDENT ENGAGEMENT

IHNA Training provides a learning experience that is engaging and interactive. We monitor students' participation and ensure that they continue to progress through their course.

- Discussion forums
- Webinars

Feedback is embedded in IHNA's education, training, and assessment activities. Ongoing feedback will be provided to students in different forms through:

- Interaction with trainer/ assessors
- Student support team
- E-learning support team

Informal feedback is offered at any time spontaneously in the moment or during the action, as rapport building with students to effectively encourage, coach or guide them in their learning, which might occur in the classroom, over the phone, in an online forum or virtual classroom.

Formal feedback is generally associated with assessment tasks and is recorded as evidence.

Formative assessment is utilised to monitor student learning to provide ongoing feedback for students to improve their learning. Formative feedback is provided early in the course, and prior to summative assessments. In some cases, feedback is required before students can progress, or feel capable of progressing, to the next stage of the assessment.

IHNA educators also provide students with regular opportunities to give and receive peer feedback that enriches their learning experiences and develops their professional skill set.

Inactive students will be contacted fortnightly to understand reasons for non-attendance and organise additional support, support sessions, and resources to help students progress through the course, to the best of our ability.

MODE AND METHOD OF ASSESSMENTS

A range of assessment methods employed by IHNA ensures that assessments are fair, valid, reliable, flexible, and reasonable while ensuring that IHNA meets the requirements of the relevant Training Package and the rules of evidence. The assessment process will include the gathering of evidence to demonstrate the student's competence. Students will be advised of the assessment requirements at the beginning of each unit.

To determine the student's skills and knowledge in a unit of competency, a qualified trainer and assessor will conduct assessments. Trainers will be provided with a Trainer's marking guide which will provide clear instructions and guidance to the assessment process and the criteria to the base judgment of competence.

SKILLS FIRST TEACHER SKILL AND EXPERIENCE IN ONLINE DELIVERY

- IHNA had a pool of trainers/ assessors who are well experienced and qualified in online delivery of courses.
- We conduct regular training sessions/ workshops to ensure their knowledge is up to date.
- All trainers/ assessors are encouraged to attend formal qualification in online training to build their current skills for delivery of courses in an online environment.