

## MediQuest Online Service Standards

### 1. Purpose

- 1.1. MediQuest offers a range of courses that can be delivered partly or wholly online. MediQuest is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas. The MediQuest Online Service Standards ensure that MediQuest meets or exceeds the expectations of students and the Department of Education (the Department) in its delivery of online or blended learning, training and assessment.

### 2. Scope

- 2.1. All stakeholders of MediQuest Pty Ltd engaged or affected by online learning may be affected by the MediQuest Online Service Standards.

### 3. Authority

- 3.1. The MediQuest Online Service Standards are issued on the Authority of the Director. It is the responsibility of the Training Manager and Compliance Manager to monitor compliance with the MediQuest Online Service Standards. All staff are responsible for the implementation of the MediQuest Online Service Standards.

### 4. Review

- 4.1. The MediQuest Online Service Standards are reviewed at need and at least annually.

### 5. Definitions

Term	Definition
Department	Department of Education and Training
Distance Learning	Distance learning is an umbrella term that covers ways in which training can be provided by an RTO remotely to a student, without face-to-face contact at a site. Traditional distance learning includes providing hard-copy workbooks or textbooks, supplemented with email or telephone contact with a trainer.
E-Learning	E-learning is broad in scope and includes both online learning and aspects of blended learning. E-learning covers all forms of digital teaching and learning, both on campus and remotely
Online Learning	Online learning is where training is delivered primarily via the internet. A learner undertaking online learning may never undertake a class face-to-face with their trainer or other students.
Blended Learning	Blended (or hybrid) learning means a combination of both digital learning and in-class, face-to-face learning. The amount of each component in a course can vary
Business day	9.00 am to 5.00 pm Monday to Friday. Public Holidays are not included as business days.

## **MediQuest's Online Service Standards Statement**

### **6. Student Learning Support**

- 6.1. MediQuest will ensure that student enrolment numbers are in accordance with ratios defined in curriculum documents or Training Packages. Where ratios are not defined enrolment numbers will be limited in consideration of the duration and AQF level of the course. There will be a maximum of 20 students to each Skills First Teacher for each program.
- 6.2. MediQuest will provide the following support to students studying any aspect of their course online:
  - 6.2.1. Skills First Teachers will:
    - 6.2.1.1. Be available, when possible, for queries about learning and assessment by phone, email and online chat between 3.00 pm and 5:00 pm Monday to Friday for the duration of the course/module.
    - 6.2.1.2. Accept queries lodged by phone, voice mail or email if they are unavailable at the designated time.
    - 6.2.1.3. Reply to queries by the end of the Skills First Teacher's next day of work.
    - 6.2.1.4. Return assessments within 7 days of submission.

### ***Administrative Support***

- 6.3. MediQuest will provide administrative support by:
  - 6.3.1. Phone and email between 9:00am and 5:00pm Monday to Friday.
  - 6.3.2. Replying to queries within 2 business days.

### ***IT support helpdesk for technical queries***

- 6.4. Available via phone and email between 10:00am and 4:00pm on business days
- 6.5. Will reply to queries within 2 business days

### ***Other Support Services***

- 6.6. The Student Welfare Officer can be contacted between 9:00am and 5:00pm Monday to Friday, in person by email or by phone.
- 6.7. Counselling service is available by referral on the authority of the MediQuest Student Welfare Officer.

## **7. STUDENT ENTRY REQUIREMENTS AND INDUCTION**

- 7.1. MediQuest conducts a comprehensive Pre-Training Review for all prospective students to determine whether a program is suitable and appropriate for their individual needs and if the student is appropriate for the course. This will include evaluation of the student's digital literacy, by:
  - 7.1.1. Asking the student to undertake a digital capability self-assessment.
  - 7.1.2. Discussing the Pre-Training Review and digital capability self-assessment outcomes and making recommendations about whether the course is suitable for the student and identifying additional support where required.
- 7.2. MediQuest 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:
  - 7.2.1. A device with Microsoft Windows 8 and above or Mac OS version 10 and above.
  - 7.2.2. Web-based content is available on hand-held devices including mobile phones and tablets.

- 7.2.3. Google chrome or Safari are the preferred web browsers. Windows Internet Explorer is not recommended.
- 7.2.4. internet connection 256Kbit/sec or faster
- 7.3. An introductory video tutorial on the LMS can be found by clicking the link on the home page of the MediQuest website ([www.mediquest.net.au](http://www.mediquest.net.au))
- 7.4. MediQuest uses a virtual classroom for synchronous web based delivery named LearnCube. The following are the minimum information technology requirements to enable optimal access to the Virtual Classroom:
  - 7.5. A device with Microsoft Window 8 and above or Mac OS version 10 and above
    - 7.5.1. Classroom participation can be achieved on tablets.
    - 7.5.2. Google Chrome or Mozilla Firefox must be used on all devices other than Apple. Safari must be used when using an Apple device. Windows Internet Explorer is not recommended.
    - 7.5.3. Internet connection 8Mbps / 512kbps or faster.
    - 7.5.4. Device must have or be connected to a functioning Camera, Microphone and Speaker.

## **8. LEARNING MATERIALS**

- 8.1. MediQuest ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:
  - 8.1.1. Guided content
  - 8.1.2. Graphics
  - 8.1.3. Video
  - 8.1.4. Audio
  - 8.1.5. Interaction through discussion forums and webinars
  - 8.1.6. The principles of the Web Content Accessibility Guidelines are applied to our learning materials, by ensuring that they are: perceivable, operable, understandable and robust.

## **9. STUDENT ENGAGEMENT**

- 9.1. MediQuest provides an online learning experience that is engaging and interactive. MediQuest will monitor student participation and ensure that students continue to progress through their course by:
  - 9.1.1. Providing collaborative learning opportunities so that students can interact with peers, through
    - 9.1.1.1. discussion forums
    - 9.1.1.2. synchronous learning sessions using virtual classrooms.
  - 9.1.2. Ongoing feedback will be provided as students study through:
    - 9.1.2.1. interaction with trainers/assessors informal and informal discussion forums
    - 9.1.2.2. timely response to individual queries and in relation to tasks students complete.
  - 9.1.3. MediQuest administration or the Student Welfare Officer will contact students who have not logged on within 2 weeks of the course commencement date.
  - 9.1.4. Students who have not logged on within 4 weeks of the course commencement date that do not reengage after 3 attempts at contact will be deemed to have withdrawn from the course.

## **10. MODE AND METHOD OF ASSESSMENT**

- 10.1. A minimum of two forms of assessment will be used for each unit of competency.
  - 10.1.1. Forms of assessment may include:
    - 10.1.1.1. knowledge questions
    - 10.1.1.2. projects
    - 10.1.1.3. portfolios
    - 10.1.1.4. case studies
    - 10.1.1.5. demonstration of practical skills
    - 10.1.1.6. Where students are asked to demonstrate competency in practical skills, video technology may be used.

## **11. Skills First Teachers**

- 11.1. All Skills First Teachers delivering online courses at MediQuest undertake professional development in online delivery, which includes:
  - 11.1.1. Participation in external professional development opportunities
  - 11.1.2. Participation in networks
  - 11.1.3. Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.