ONLINE SERVICE STANDARDS

Purpose	Melbourne Institute of Massage and Myotherapy (MIMT) offers a small number of subjects that can be delivered partly online. MIMT 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.
Responsibility for implementation	The Chief Executive Officer is responsible for ensuring that this procedure is adhered to and updated accordingly The Trainer/Assessor allocated to monitor online services is responsible for ensuring that this process is adhered to throughout the duration of students engaging with online training services.
When	Ongoing
Policy/ Process **Student Support**	MIMT will provide the following support to students studying any aspect of their course online: **Trainers/assessors:** • Will be available for support via phone and email during MIMT business hours, Monday – Thursday 9.00am – 5.30pm and Fridays 9.00am – 4.30pm for the duration of the subject • Will reply to queries within 2 business days Trainer contact details will be provided post-enrolment and are also available through the online learning platform. There will be a maximum of 24 students to each trainer/assessor for each enrolment. **Administrative Support:** • Will be available for queries by phone and email between 9.00am and 5.30pm Monday to Thursday and 9.00am and 4.30pm Friday • Will reply to queries within 2 business days **Information Technology (IT) Support:** • Will be available via phone or email during MIMT business between 9.00am to 5.30pm Monday – Thursday and 9.00am – 4.30pm Fridays. • Will reply to queries within 1 business day. **Student Support Services:** • Support services are available by appointment between 9.00am to 5.30pm Monday to Thursday, in person, phone or via video conference • Further information about MIMT Support Services are outlined in the MIMT Course Information Manual provided to students at orientation
Student Entry Requirements and Induction	MIMT conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs as well as identifying any additional support that may be required. As part of the Pre-Training Review, MIMT includes a Digital Capability assessment to determine your level of digital literacy.

	MIMT streams some classes live on Zoom and uses a learning management system (LMS) called Moodle for online course delivery. The following are the minimum information technology requirements to enable optimal access to the LMS: • Have one of the following operating systems: Windows 7, Windows 10, Mac OSX Sierra, iPad IOS10 • The following browsers are supported: Google Chrome 32 bit version 50 or later (recommended for optimal compatibility, this has been thoroughly tested on Windows). Safari 10 or later (recommended for optimal compatibility, this has been thoroughly tested on Mac). • Viewing the course on a phone is not recommended. • Ensure that you have Java installed and updated: www.java.com Web based content is available on hand-held devices including tablets.
Learning Materials	MIMT ensures that learning materials used in online training are presented in a variety of formats, including: • Guided content • Graphics • PowerPoint presentation • Audio • Interaction through discussion forums • Course Notes – hard copy provided to students prior to subject commencement MIMT applies the principles of the Web Content Accessibility Guidelines to our learning materials by making them perceivable, operable, understandable and robust.
Student Engagement	MIMT provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course. Collaborative learning opportunities will be provided so that you can interact with peers, through • Discussion forums Ongoing feedback will be provided as you study through each subject: • Interaction with trainers/assessors in informal discussion forums • In response to individual queries as they arise • Within assessment tasks that you complete We will contact students who have not logged on within 1 week of the subject commencement date. Students who have not logged on within 2 weeks of the subject commencement that do not engage after 3 attempts at contact will be deemed to have withdrawn from the subject.
Mode and Method of Assessments	Assessments are not available through the LMS. Each subject will have assessments for you to complete on campus and will include the following: • Test's • Assignments • Case Studies • Demonstration of practical skills

	If you are studying the online subjects as part of the Certificate IV in Massage Therapy or Diploma of Remedial Massage you will sit your assessments according to your timetable. If you are studying stand-alone subjects, you will need to contact administration to organise a time to sit your assessment when you feel you are ready.
Trainers and assessors	All trainers and assessors delivering online courses at MIMT are experienced and skilled in delivery and assessment and regularly undertake professional development to enable them to deliver an engaging learning experience.
Training and Assessment Strategy	A Training and Assessment Strategy will be developed for each course where online learning is delivered and will include: • The methodology for engagement between students, teachers and support staff • Learner progress monitoring arrangements and evidence informed feedback models designed to strengthen learning outcomes
Website	MIMT will ensure that the Online Service Standards are published in a prominent place on the MIMT website
Relevant Documents	Online Service Standards VET Funding Contract Quality Charter Online Learning Platform

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