



Is online learning for you?

In many ways, online learning is different to the traditional face-to-face learning we're generally used to. One of the main differences is how we source and provide information, as well as how we interact with facilitators.

Computer skills

Online learners should be comfortable with internet browsing/searching, email, sending and reading digital file attachments and using word-processing programs, such as Microsoft Word.

To complete our online courses, basic computing skills will be necessary. Students must have access to:

- a PC, laptop or tablet
- a word-processing program (e.g. Microsoft Word or Apple Pages)
- Adobe PDF Reader

and be able to:

- search the internet
- copy and paste text to word-processing documents
- create, change, save and upload documents
- send and receive emails

Assessment tasks

There is a combination of assessment tasks that require written responses. These include:

- multiple choice questions
- short answer questions
- either 1 or 2 of the following:
 - case study
 - written demonstration
 - workplace project



Students are assessed as 'Competent' or 'Not Yet Competent', based on whether or not they have met the performance criteria for each element specified in the unit of competency they are undertaking. This method of assessment judges performance against a prescribed standard, not against other students.

Assessment of students' work is conducted within approximately 48 hours of submission.

We do not charge any resubmission fees for assessing. Should a student be assessed as 'Not Yet Competent', the assessor will provide feedback on what else they need in your response before they can assess you as 'Competent'.

Course completion

Students are issued with a Certificate of Participation, Statement of Attainment or qualification and academic transcript upon course completion. This is usually done within 1-2 business days. Students are required to use copies of their training certificate/s to apply to their State/Territory's relevant regulatory body for a licence or registration.

Course fees and enrolment

Enrolment is prompted by payment for a course. Payment can be made online via our website, over the phone, or by direct deposit.

Enrolments are processed manually by our staff, so we ask that students please allow sufficient time for enrolment where payment has been made outside of business hours.

During business hours, students can expect to be enrolled within an hour of making payment.

Periodic payment plans are available for *licence* training. On a payment plan, students can gradually make course payments on a weekly, fortnightly or monthly basis.

Unique Student Identifier (USI)

From 2015, all students undertaking nationally recognised training need to have a Unique Student Identifier (USI).

A USI is a ten-digit reference number which creates a secure online record of a student's training and qualifications gained in Australia, from all training providers they undertake recognised training with.

Visit www.usi.gov.au for more information



FAQs

How long do I have to complete training?

We don't place any time limitation on course completion. Students can feel free to take as much or as little time as required to complete their studies. Following enrolment, students remain enrolled indefinitely and can logon at any time to access all of their course resources.

Do you offer student support?

We offer free, unlimited one-on-one mentoring for all students. Students are welcome to call, email, or use our online chat option. Our friendly staff will put you in contact with an assessor to assist you with any questions if you get stuck.

Is prior learning recognised?

Recognition of prior learning (RPL) is available. There is a one-off charge of \$145.00 to assess an RPL application. This fee is credited towards any training undertaken with us. Visit our website for more information on RPL.

View more frequently asked questions on our website