

I.T.S Hairdressing Academy Online Service Standards:

I.T.S Hairdressing Academy offers a range of courses that can be delivered partly online via Microsoft Teams. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

Student Support

We will provide the following support to students studying any aspect of their course online:

Trainers/assessors

- Will be available to respond to queries upon commencement of the qualification till completion.
- Will continue to endeavour to respond to all queries within one working day.
- Assessment decisions will be made within 10 working days upon submission of the assessments.
- Assessment submissions can be made online or dropped at one of our locations.
- Reading and other assessment materials will be available online and a printed copy can be provided.

Administrative Support

- Will be available for queries by phone and email between 9:00am to 5:00pm Monday to Friday on our phone number 03 9738 0836 or email info@itsacademy.vic.edu.au
- Will reply to queries within two business days

Student Support services

- Student support services are available at our campus. You can call or email between 9:00 am to 5:00 pm Monday to Friday on the above listed contact details.
- You can talk to your trainer as well if need you wish to after conclusion of online class.
- At I.T.S Hairdressing Academy, we encourage our online students to have regular meetings with their trainers to support their study. Our online trainers also follow up with the students if we notice any gaps in their communication.

Additional Support services

I.T.S Hairdressing Academy offers a list of support services including phone and email support, welfare support. Students requiring assistance are encouraged to contact our office.

Learning Resources/Materials

- I.T.S Hairdressing Academy ensures our learning materials used online training are interactive and are presented in easy to understand formats including guided contents, audios/videos, graphics/presentation.
- You can talk to your trainer as well if need any help or call us from 9:00 am to 5:00 pm.

Entry Requirements

- We conduct pre-training review and LLN with all prospective student asking them standard questions to understand and assess that the selected qualification is suitable and the most suitable training option for the Students. During this process we all assess that Proposed learning strategies and materials are appropriate for the Student.

- As part of the Pre-Training Review, we will assess your level of digital literacy by asking you to undertake a self-assessment quiz; discussing the quiz outcomes with you; making recommendations about whether the course is suitable and the most suitable for you as well as identifying areas that require additional support.
- We deliver courses through Microsoft Teams, however, assessment can only be done either electronically after completing provided word documents or hand written.

Accessing learning

The students are able to access the Microsoft Teams meeting through their computers, laptop or smart phone. A reliable internet connection is required. Access to Microsoft Office suite (Word, Powerpoint and Excel) would be required from time to time.

Student Engagement

Student can engage in learning through discussion with peer and trainer during online sessions and can ask questions if need be. Students ongoing results will be provided to students by their trainer/assessor after submission of assessments.

Mode and Method of Assessment

Assessments will be conducted the way these are conducted previously and there is no change. Students can submit completed copies of assessments to their trainer/assessor, drop them at Head office in Bayswater or send through post or email scanned/snapped copy (duly signed/authenticated). Students will need a computer with Ms Office or other word processing software if they wish to submit typed copies.

Different methods of assessment are used to assess the competency of the student and includes any of the following:

- knowledge questions
- observations
- projects
- case studies
- demonstration of practical skills.
- Practical Placement demonstrations / Work placement activity

Student undertaking work practical task need to present physically at the place and an assessor will assess them.

Trainers and Assessors

All trainers and assessors delivering online courses are experienced with current teaching qualifications and current industry experience of their field of expertise, They also undertake professional development in online delivery organised by I.T.S Hairdressing Academy from time to time.

Feedbacks and Student progress

Trainer/assessor will provide ongoing feedback from throughout the studies at unit level and will contact students who were unable to attend two consecutive classes via Microsoft Teams. Trainer/Assessor

will report to Student Support officer about their inability to contact with the student. Student risk process will be implemented immediately upon report and support officer will follow up with student to ensure provision of support services.

Web Content Accessibility

Our online materials are presented in a manner that these are perceivable, operable, understandable and robust. We will continue to ensure that all our learning materials used for online delivery of training and assessment comply with the principles of the Web Content Accessibility Guidelines 2.0.