



Australian College of Fitness & Bodywork Online Service Standards

Introduction

The Australian College of Fitness & Bodywork offers courses that can be delivered partly or wholly online. We are committed to providing a quality learning experience for every student and these online service standards explain our commitment to students in key areas.

Please note: *An eLearning portal is incorporated in every course which contains the specific material including workbooks, additional resources, practical films and furthermore includes the theory assessments which are completed on this portal.*

Student Support

The Australian College of Fitness & Bodywork will provide the following support to students studying any aspect of their course online:

Trainers/assessors:

- Will be available for queries about learning and assessment by phone and email between 9:00am and 5:00pm Monday to Saturday, and also between 5:00pm to 9:00pm on Tuesday, Wednesday and Thursday evenings for the duration of the course/module.
- Will endeavour to reply to queries within 12 - 48 hours
- Quizzes are marked automatically and all other assessments will be marked within 10-28 days.
- Each FLEXI and Distance Learning student will be provided with a mentor (trainer & assessor) to assist them through their course
- If you need urgent assistance related to your course after hours, please send an email and support may be able to be provided when available

Administrative Support:

- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will endeavour to reply to queries within 12 - 48 hours

If you need urgent assistance related to your course after hours, please send an email and support may be able to be provided when available.

IT support helpdesk for technical queries:

- Will be available via phone and email between 9:00am and 5:00pm Monday to Friday
- Will endeavour to reply to queries within 12 - 48 hours

If you need urgent assistance related to your course after hours, please send an email and support may be able to be provided when available.



Support services

- If you require assistance/support with your studies, please contact either your trainer/mentor, Course Coordinator or Principal between 9:00am and 5:00pm Monday to Friday.
- Support can be provided over the phone, email or in person.
- Student computers and Library books are available on-campus during ACFB's opening hours: 9:00am and 5:00pm Monday to Saturday and up to 8:30pm between Tuesday to Thursday.
- On-campus/FLEXI students are able to organise the use of classrooms for study groups when availability permits.

If you need urgent assistance related to your course after hours, please send an email and support may be able to be provided when available.

Student Entry Requirements and Induction

The Australian College of Fitness & Bodywork conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your level of digital literacy, by:

- Asking you to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations on whether the course is suitable for you, and identifying additional support where required.

Student Engagement

The Australian College of Fitness & Bodywork encourages all students to be actively involved in their studies.

- On-campus – Each class will be delivered by 2-3 trainers who will assist you throughout your course and will monitor your course engagement.
- On-campus FLEXI – You are provided with a mentor who will assist you throughout your course and will monitor your course engagement. You will also have one-on-one practical sessions with your mentor.
- Distance Learning – You are provided with a mentor who will assist you throughout your course and will monitor your course engagement. You will also have one-on-one practical WEB sessions with your mentor through BigBlueButton.

ACFB will endeavour to provide you with the best possible training, ongoing communication and any reasonable additional assistance you may require to complete your qualification. However, it is each student's responsibility to contact ACFB regularly at all stages throughout their course in order to progress and keep up to date with their studies. By enrolling, each student accepts this, and ACFB accepts no responsibility for the level of contact made throughout a student's course.

If you require support at any stage through your course, please contact us on 03 9873 4858 and we will be more than happy to help.



Method of Assessments

ACFB utilises the following methods of assessment:

- Multiple choice - *(Completed through Moodle)*
- Short answer questions - *(Completed through Moodle)*
- Case studies -- *(Outlined and submitted through Moodle)*
- Written assessments - *(Outlined and submitted through Moodle)*
- Practical demonstrations - *(Completed on-campus or via web session depending on course and delivery method)*
- Work placement or on-campus practical placement *(Completed on-campus or at an approved venue depending on course and delivery method)*
- Logbooks *(Outlined and submitted through Moodle)*

Trainers & Assessors

All Trainers and Assessors have vast experience in teaching, including on-line training and support.

Personal Computer Requirements

The Australian College of Fitness & Bodywork uses the learning management system (LMS) Moodle for all online course requirements.

The following are the minimum information technology requirements to enable optimal access to the LMS:

- A device with a minimum of 4GB memory and 1.5Ghz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above or the most up to date version of IOS for mobile devices.
- Google Chrome or Mozilla Firefox internet browsers (**Internet Explorer is not preferred**)
- Any submitted documents must be provided in either Microsoft Word, Excel or PDF format (Specific format requirements outlined in each assessment).
- Web-based content is available on handheld devices including mobile phones and tablets however all submitted documents must be provided in the above formats.

Learning Materials

The Australian College of Fitness & Bodywork ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Learner web page (Moodle)
- Graphics (JPEG, PNG)
- Film
- PDF, Microsoft Word, Excel
- interaction through discussion forums and webinars.

The principles of the Web Content Accessibility Guidelines are applied to our learning materials by ensuring that they are: perceivable, operable, understandable and robust.

For more information, please contact ACFB on 1300 002 232