ONLINE SERVICE STANDARDS

Purpose	Biba Academy offers a range of subjects that can be delivered partly online using Google Classroom. Biba 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.
Reference/s	➢ 2024 Funding Contract
Responsibility for implementation	The Operations Manager 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**	Biba 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 Biba business hours, Monday – Thursday 9.00am – 5.30pm and Fridays 9.00am – 5.30pm 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. **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 Biba 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 Biba Support Services is outlined in the Biba Course Information provided to students at orientation
Student Entry Requirements	Biba 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, Biba includes an assessment of your level of digital literacy by: • Asking you to complete self-assessment questions • Discussing the self-assessment outcomes and making recommendations about whether the course is suitable for you and identifying additional support where required.

	Biba 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: • Have one of the following operating systems: Windows98, ME, 2000, XP, Windows 10 Home and Professional edition, Vista or Windows 7 or Mac OS X • The following browsers are supported: Mozilla Firefox 4 and above, Internet Explorer 8 and above, Safari 5 and above, Google Chrome 11 and above and Opera 9 and above Web based content is available on hand-held devices including tablets.
Learning Materials	Biba 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 – on Google Classroom and/or hard copy provided to students prior to subject commencement
Student Engagement	Biba 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. All students only access the learning content via online and for the majority of students this is accessed at Biba Academy when students are onsite for training. Students can access the learning content from anywhere and are encouraged to do so. 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: • Interaction with trainers/assessors in informal discussion forums • In response to individual queries 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.
Method of Assessment	Assessments are not available through the LMS. Each subject will have a written assessment for you to complete on campus through Google Classroom.
Trainers and assessors	All trainers and assessors delivering online courses at Biba are experienced and skilled in delivery and assessment and regularly undertake professional development to enable them to deliver an engaging learning experience.