

Online Service Standards



National Food Institute offers a range of programs that can be delivered partly or wholly online. We are committed to providing a quality learning experience for students studying online. These online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

National Food Institute 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 email for the duration of the course/unit. Your trainers will advise you of their contact details and best times and days for contact.
- Will reply to queries within five (5) working days, and assessment tasks will be returned with feedback within ten (10) working days.

Administrative Support

- Will be available for queries by phone (03 9850 7546) and email studentadmin@nationalfoodinstitute.com.au Monday to Friday between 9.00am and 4.00pm.
- Will reply to email queries within two (2) working days.

IT Support for Technical Queries

- Will be available for queries by email studentadmin@nationalfoodinstitute.com.au Monday to Friday.
- Will reply to queries within two (2) working days.

Learning Management Systems (LMS) Support.

- Your trainer can provide support, and also seek technical and digital learning assistance on your behalf.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

National Food Institute 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 ask you to read the information about online components and requirements of your course and consider whether you have concerns about your access to computers, internet, or your computer and digital literacy skills.

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Hardware and Software Requirements

National Food Institute uses Axcelerate learning management systems (LMS) for online course delivery and provides a comprehensive suite of eLearning Technologies to support teaching and learning. These technologies are browser based, and available anywhere anytime via the internet, both in and out of the “Virtual” classroom. Some courses also use Zoom (live classroom).

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

Hardware Recommendations

National Food Institute’s eLearning Technologies are chosen to ensure access across a wide range of hardware, Operating Systems, browsers and devices, including smart phones, tablets and PCs. This includes (but is not limited to), Windows PC’s and laptops, Mac PC’s and laptops, Tablet PC’s (iOS and Android) and smartphones (iOS and Android)

As National Food Institute’s eLearning Technologies are all accessible through a browser, they require minimal hardware. You will need access to the internet and a Personal Computer (PC) or laptop, tablet PC or smart phone with the ability to view and hear video-recordings. The recommended operating system requirements depend upon your computer or device, for example: 1.4 GHZ processor and 2GB RAM.

Some courses may require you to create and upload photographs or videos, so you will need a digital camera or device. Some courses may require you to participate in webinars so you will need a webcam and headset with microphone.

Internet Connection Speed

Use a broadband connection (256Kbit/sec or faster, however 1.2Mb/sec is recommended for optimal viewing of Zoom webinar presentations) through USB wireless modem, ADSL T1/T2, fibre optic or cable. Dial up internet is not recommended as the quality of your learning experience may not be optimal

Minimum Software Recommendations:

Browsers

We recommend the latest version of your preferred browser, although the online learning materials can be accessed through most browser versions. Recommendations are:

- Google Chrome 30.0+
- Mozilla Firefox 25.0+

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- Apple Safari 6+
- Microsoft Internet Explorer 9+ / Microsoft Edge (for Windows 10)

Recommended browser settings:

- JavaScript enabled
- Cookies enabled
- Popups enabled

Plugins

- Adobe PDF reader

In addition to the above, some Units/Courses may require:

- Microsoft Office suite (Word, PowerPoint, Excel)
- Zoom application (Mobile or Desktop)
- Flash browser plugin

LEARNING MATERIALS

National Food Institute ensures that learning materials used in online training complement other delivery materials to cover all aspects of the units of competency. The online learning materials are interactive and are presented in a variety of formats, for example:

- Guided content through eLessons
- Graphics, Video and Audio
- Interaction through discussion forums and webinars
- Interactive learning activities and quizzes.

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

STUDENT ENGAGEMENT

National Food Institute aims to provide an online learning experience that is engaging and interactive. We will monitor your participation as you progress through your course.

Collaborative learning opportunities will be provided so that you can interact with peers, during classes and/or through online discussion forums, chats and webinars.

Ongoing feedback will be provided as you study via:

- Email, telephone and direct interactions with trainers/ assessors and/or in informal online discussion forums or webinars
- In response to individual queries and tasks you complete, and within 10 days of assessment submissions.

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We will contact students who have not logged on or continued to participate in learning activities after a period of two (2) months. If your course is in the Accelerate LMS, you can view the progress bar to show your progress in the online components of your course, and this allows teachers to quickly identify potential students at risk, and to offer proactive support.

Repeated unsuccessful attempts to contact students who have ceased participating in learning activities may result in withdrawal from the course.

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each unit of competency.

Online assignments include marking rubrics and grading forms in combination with online annotation of student work and feedback. Other forms of assessment can include, but are not limited to:

- Knowledge questions
- Projects (portfolio, case studies)
- Demonstration of practical skills.

We will use video technology to demonstrate your competency in practical skills.

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at National Food Institute undertake professional development in online delivery, which includes:

- Formal online training
- Participation in discussions and forums, meeting and sharing ideas for improvement.

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