

Brite Institute offers a range of courses that can be delivered partly or wholly online via the Institute online platform – Catapult. Brite Institute 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.

Student support

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

Trainers/assessors

- Will provide details of trainers contact information, so you contact them if required for support.
- Will endeavour to reply to queries within 24 hours and assessment will be returned within 10 days.

Administrative Support

- Will be available for queries by phone and email between 8:00am and 4:00pm Monday to Friday.
- Will reply to queries within two business days.

Student entry requirements and induction

Brite 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 will include assessment of your level of digital literacy, by:

- Asking you to undertake a self-assessment LLN -ACER/OARS
- Discussing the LLN outcomes and making recommendations about whether the course is suitable for you and identifying additional support where required.

Brite Institute uses a learning management system (LMS) called Catapult for online course delivery.

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

- A device with a minimum of 8GB memory and 1.5 Ghz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above.

Web-based content is available on handheld devices including mobile phones and tablets.

Learning materials

Brite Institute ensures that learning materials used in online training are presented in a variety of formats, including:

- Guided content.
- Graphics.
- Interaction through simulated environment.

Student engagement

Brite Institute 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.

Ongoing feedback will be provided as you study through:

- Interaction with trainers/assessors in informal discussion forums.
- In response to individual queries and in relation to tasks you complete.

Self-paced students

Question/Answer sessions via zoom

Every 6 weeks a study day is planned via zoom with the trainer Lynn Robson, this is your opportunity to ask the trainer questions about the assessments & anything around the requirements etc, this is not a training session.

Modules:

One unit will be released to you via the learner management system in which you are to work on, please note an 80% submission is required for the unit in order to have the next unit released.

Upon completion of all the knowledge questions, please submit to the trainer for marking. The Performance tasks will then need to be completed during your 120hour practical placement.

Timeframe on Modules:

All modules released to you are on a timeframe of 6 weeks to complete all of the knowledge questions, if you are unable to meet this timeframe you must email the Student Engagement Coordinator: kahli@brite.org.au or your trainer and request an extension.

Please Note:

If there has been no activity on the LMS:

1. Within 3 weeks of commencement a reminder email will be sent to commence the unit.
2. Within 5 weeks of commencement another reminder email will be sent to either commence the unit/ or to advise there has been no activity on the unit.

If there has been no activity on the LMS and no contact from the first 2 emails, a final warning email/SMS will be sent to advise that your enrolment will be cancelled within 3 business days of the final warning email unless you make contact within this timeframe.

Mode and method of assessment

A minimum of two forms of assessment will be used for each unit of competency and may involve assessment separate to the MyLearning online environment.

Forms of assessment will include:

- Knowledge questions.
- Projects.
- Case studies.
- Demonstration of practical skills.
- Assignments.

Where students are asked to demonstrate competency in practical skills, video technology may be used.

Trainers and assessors

All trainers and assessors delivering online courses at Brite Institute are experienced in online delivery and undertake professional development in online delivery, which includes:

- Internal professional development in delivery and assessment in the online Catapult environment.
- Annual review and validation of online course content.