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AETS is committed to providing a quality learning experience for students studying online. These online service standards explain our commitment in key areas.

STUDENT SUPPORT

AETS will provide the following support to students studying their course online:

Trainers/Assessors

- Live trainer support workshops are organised on a fortnightly basis
- Contactable via phone, email, and online chat for the duration of the course
- Will reply to queries within 2 business days
- Assessment will be returned within 14 business days

Student Engagement Officer (SEO)

- SEO will contact students regularly to ensure they are sailing smoothly
- Students can contact on 1800 872 297 for any support they may need
- Students can email at info@aets.edu.au

LMS Tech Support

- Refer to our website <https://www.aets.edu.au/online-requirements/>
- Students can email info@aets.edu.au to help resolve most issues.
- For more technical issues, students should contact Catapult support@catapult-elearning.com

Support services

Our Student Engagement Officer (SEO) is available to provide virtual support. Working with our teaching staff, our SEOs will provide ongoing support for students to help them embrace the technology and make it work for them. Our SEOs will also be a key person for each learner to navigate any other issues they may be experiencing in their lives that causes learning to be difficult.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

AETS conducts a comprehensive Pre-Training Review (PTR) for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This will include assessment of their Language, literacy, numeracy. Assessing your ability to navigate through and complete the online application for enrolment will help assess your digital literacy.

A link to the Pre-Training Review is sent to the student from JobReady (Student Management System). Upon completion of the online assessment, the outcomes of the above will be discussed if the course is identified not suitable for you and/or discuss any additional support required. Students will receive an email notification if it has been satisfactorily completed and student will now progress to commencement stage.

LEARNING MATERIALS

AETS ensures that learning materials used in online training are interactive and will enable participants to meet the requirements for each unit of competency. It includes:

- Workshops
- Case studies, scenarios, role plays
- Videos
- Audio
- Group activities

STUDENT ENGAGEMENT

AETS ensures an online learning experience is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

- Learning opportunities will be provided through:
 - Interactive workshops
 - Group activities
 - Informal discussion forums
 - Ongoing feedback

Our SEO will always be there to support and monitor your progress. AETS offers its students reasonable adjustment in assessment under the key assessment principle of “fairness”, defined in the Standards for RTOs (2015). It may include but is not limited to:

- extending or modifying timeframes for assessment
- providing extra reading/writing/performance time for completion
- extending break times during an assessment task or workplace assessment
- allowing the use of a reader or writer
- allowing the use of an interpreter for students who are deaf or who have a hearing impairment
- allowing adaptive technology equipment (for example digital audio and video recordings or speech recognition software)
- ensuring that the language of assessment instruments does not create barriers (e.g. use of plain English)

MODE AND ASSESSMENT TECHNIQUES

A minimum of two forms of assessment will be used for each unit of competency. AETS uses evidence gathering from a variety of sources. It can be gathered in a variety of ways and the Trainer/Assessor will use a combination of these methods

- knowledge questions
- performance tasks
- case studies
- portfolios
- assessor observation
- Third party reports

TRAINERS AND ASSESSORS

Detailed reports can be obtained through Catapult and Student Management System to monitor trainer & assessor performance. Trainers & Assessors also undergo a performance review annually to ensure any issues are addressed. Staff requiring professional development to lift performance are offered this through our professional development form at the

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