

BSB41015 CERTIFICATE IV IN HUMAN RESOURCES

6 AND 12 MONTH PROGRAM INFORMATION GUIDE



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About BSB41015 Certificate IV in Human Resources

AHRI's nationally accredited BSB41015 Certificate IV in Human Resources covers essential HR knowledge and skills to further your career in human resources.

The program covers the most recent changes in HR and people management and takes a practical approach to a range of HR functions drawing upon case studies and the students on the job experience. The course is ideal for:

- New entrants in the field of Human Resources
- HR professionals seeking to expand their knowledge and skills across the HR function
- Administrative and management staff responsible for HR functions, e.g. payroll officer, line manager.

Program pre-requisites

There are no pre-requisites for entry into the BSB41015 Certificate IV in Human Resources. However, if you are not currently working in an HR-related role, AHRI strongly encourages you to study via workshop delivery or undertake study in our 12-month program to ensure maximum opportunity for learning and skills development.

Program Information

Course topics

AHRI's BSB41015 Certificate IV in Human Resources consists of six topics aligned to the following units of competency.

AHRI topics and units of competency

Topics of Study	Unit Code	Unit Title
Business Driven Human Resources	BSBLDR402	Lead effective workplace relationships
Recruitment and Workplace Relations	BSBHRM405	Support the Recruitment, Selection and Induction of Staff
	BSBWRK411	Support Employee and Industrial Relations Procedures
Building and Developing Talent	PSPHRM008	Co-ordinate career development
	BSBLED401	Develop teams and individuals
Performance Management	BSBHRM403	Support Performance Management Processes
	BSBPMG413	Apply Project Human Resources Management approaches
Workplace Health and Safety	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
	BSBRKG404	Monitor and maintain records in an online environment
Measuring HR Effectiveness	BSBHRM404	Review Human Resources Functions

Program duration and delivery

6 Month Program:

AHRI's BSB41015 Certificate IV in Human Resources program is available part-time via workshop or distance mode over a study period of 6 months. AHRI recommends 10-15 hours of study time per week for the 4-week duration of each topic of study, workshop hours are included for that week.

12 Month Program:

The 12-month BSB41015 Certificate IV in Human Resources program is offered part-time via distance learning, enabling students to study at their chosen time and pace. AHRI recommends approximately 5-10 hours of planned study time per week for the duration of each topic of study.

2019 Key dates

Intakes	Duration	Enrolments close	Course commencement	Course completion
Intake 1, 2019 <i>Workshop & Distance</i>	6 months	22 February 2019	18 March 2019	2 September 2019
Intake 2, 2019 <i>Workshop & Distance</i>	6 months And 12 months**	7 June 2019	1 July 2019	16 December 2019 11 May 2020
Skills First Applications Close 24 May 2019				
Intake 3, 2019 <i>Workshop & Distance</i>	6 months	11 October 2019	4 November 2019	4 May 2020
Skills First Applications Close 27 September 2019				

** Please Note: 12-month program is offered via Distance Learning only

Workshop and distance delivery have the same structured learning and assessment timeframes. The table below outlines start and end dates for each topic.

2019 Topic study period dates

Topic	Intake 1, 2019	Intake 2, 2019	Intake 3, 2019
Business Driven HR	18 Mar - 15 Apr	1 July – 29 July 1 July – 26 Aug (12mth)	4 Nov – 2 Dec
Recruitment and Workplace Relations	16 Apr - 13 May	30 July – 26 Aug 27 Aug – 14 Oct (12mth)	3 Dec – 13 Jan, 2020
Building and Developing Talent	14 May - 11 June	27 Aug – 23 Sep 15 Oct – 2 Dec (12mth)	14 Jan – 10 Feb, 2020
Performance Management	12 June - 8 July	24 Sep – 21 Oct 3 Dec – 3 Feb, 2020 (12mth)	11 Feb – 9 Mar, 2020
Workplace Health and Safety	9 July – 5 Aug	22 Oct – 18 Nov 4 Feb – 23 Mar, 2020 (12mth)	10 Mar – 6 April, 2020
Measuring HR Effectiveness	6 Aug – 2 Sep	19 Nov – 16 Dec 24 Mar – 11 May, 2020 (12mth)	7 April – 4 May, 2020

Study Option 1: Part-time: Workshop Delivery

Students who choose to complete their studies via workshop delivery are required to attend a total of 6 full day workshops. The workshops are designed to deliver the content of the program topics in an environment where open discussion takes place. Workshops provide the opportunity for interactive learning and they are an ideal way to form new professional networks.

The workshops are aligned sequentially to the topics of study and each topic runs for a period of four weeks.

2019 Workshop dates

Topic	Intake 1, 2019	Intake 2, 2019	Intake 3, 2019
Business driven human resources	19 March 2019	2 July 2019	6 November 2019
Recruitment & workplace relations	16 April 2019	30 July 2019	3 December 2019
Building & developing talent	14 May 2019	27 August 2019	14 January 2020
Managing performance	18 June 2019	24 September 2019	11 February 2020
Workplace health & safety	9 July 2019	22 October 2019	10 March 2020
Measuring human resources effectiveness	6 August 2019	19 November 2019	7 April 2020

Workshop locations

AHRI offers workshop delivery mode in each Australian capital city when sufficient enrolment numbers are met.

State	Training Facility	Address	Phone
ACT	Cliftons Canberra	Level 2, 10 Moore St, Canberra ACT 2601	02 6122 0999
NSW	Cliftons Sydney	Level 13, 60 Margaret St, Sydney NSW 2000	02 9250 0999
QLD	Cliftons Brisbane	288 Edward St, Brisbane QLD 4000	07 3231 0999
SA	Cliftons Adelaide	Level 1, 80 King William St, Adelaide SA 5000	08 8233 0999
VIC	AHRI Training Room	Level 4, 575 Bourke St, Melbourne VIC 3000	03 9918 9200
WA	Cliftons Perth	Ground Floor, Parmelia House, 191 St Georges Tce, Perth WA 6000	08 9480 0999

Contact enquiries@ahri.com.au for details of venues in Northern Territory and Tasmania.

Workshop times

The workshops run from 9.00am to 5.00pm. Students are required to arrive at the workshop venue 15 minutes early so that the workshop can start on time.

Who delivers the workshops?

AHRI's workshops are delivered by qualified and experienced facilitators. They are experts in human resources and have been selected based on their training skills, qualifications, and practical work experience. Students studying the course via workshop normally have the same facilitator throughout the course; from time to time, there may be instances where the facilitator is different for one or more of the workshops.

What is included in workshop delivery?

- Workshop materials – course handbook, topic workbook, assessment tasks.
- Morning tea, lunch and afternoon tea is included for all workshops.
- Academic support for the content and assessments provided by your facilitator (Academic Coordinator). The Academic Coordinator supports you throughout the study period and answers questions you may have in relation to the course content or assignments.
- Access to the AHRI Team to assist with course administration issues.
- Access to an online student portal – this platform includes:
 - online access to course materials
 - regular student announcements from the Academic Coordinator regarding topic content and assessments
 - online discussion forums, providing you with an opportunity to participate in topic-related discussions with other students and the Academic Coordinator
 - an upload point for submission of all course assessment tasks.

Will I need to do additional study outside of workshop hours?

Yes. Students studying via workshop learning must also complete additional reading and learning outside of the workshops. As well as their readings, students must complete the assessment tasks in their own time. See recommended hours, please note workshop hours are inclusive for the recommended study amount for that week.

What if I miss a workshop?

If you have enrolled in workshop delivery, missing a single workshop will not affect your ability to successfully complete all the assessment tasks; however, if necessary you can contact your Academic coordinator for further assistance. AHRI does not offer refunds if you do not attend a workshop.

Please note that if you do not attend the topic workshop and convert your mode of study to distance learning, the difference in fee between workshop delivery and distance learning delivery will not be refunded to you.

Study Option 2: Part-time: Distance Delivery

With the distance mode of delivery study occurs at your chosen time and pace. Studying via distance is a popular option for those that work full-time and are unable to be absent from work to attend the full-day workshops.

What is included in distance delivery?

- Topic webinars (one webinar per topic) delivered by the Academic Coordinator to discuss topic content and assessments (Note: Webinar dates and times are provided at course commencement). *These are not compulsory however, highly recommended.*
- A virtual check-in point for each topic provided by your Academic Coordinator.
NB: Where distance learners are unable to participate in scheduled webinars and/or virtual check-ins, recordings will be made available.
- Comprehensive learning and assessment materials – course handbook, topic workbooks, assessment tasks.
- Academic support for the topic content and assessments. Your Academic Coordinator is an experienced HR expert that supports you throughout the study period and answers any questions you may have in relation to the course content or assignments. The Academic Coordinator is contactable by email during the study period.
- Access to the AHRI Team to assist with any course administration issues.
- Access to an online student portal – this platform includes:
 - online access to course materials
 - regular student announcements from the Academic Coordinator regarding topic content and assessments
 - online discussion forums, providing you with an opportunity to participate in topic-related discussions with other students and the Academic Coordinator
 - an upload point for submission of all course assessment tasks.

Student Administration Information

Enrolment

For those seeking to enrol in the BSB41015 Certificate IV in Human Resources – enrolment is available online under the “enrol here” tab at [this link](#).

Comprehensive information regarding the enrolment process can be found at the above location, under “Important Information”. **Please read this information carefully.**

Unique student identifier requirement

As a student intending to study nationally recognised training in Australia, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You will be asked to provide a USI as part of the enrolment process. Your USI will be used when issuing your certificate of completion.

If you do not have a USI, it's a free and simple process to obtain one. For further information and to create your USI visit the website: www.usi.gov.au

Once the process is complete you'll be instantly issued with your USI which you will need to include on your enrolment form. You should also receive an email which AHRI recommends you file for safe keeping.

Pre-training Review requirements

To ensure students receive the learning and assessment support and resources required once provided access to the student portal and prior to course commencement, students will be required to complete below tasks and upload them to the student portal.

1. Training Plan
2. Language, Literacy and Numeracy (LLN) Task
3. Workplace Supervisor Agreement Form *this is only applicable if you have access to a workplace during your study, please refer to assessment requirement section for more information.

Further information will be made available on these pre-training requirements at course commencement.

Statement of Fees

The following prices are for students enrolling in the full course – to be completed within 6 or 12 months.

Full course fees*

	Distance delivery (6 months)	Distance delivery (12 months)	Workshop
AHRI members	\$1650	\$2100	\$2300
Non-members	\$2050	\$2600	\$2700
AHRI member overseas*	\$1850	\$2280	Workshop not available
Non-member overseas**	\$2200	\$2900	Workshop not available
Skills First	\$800	\$800	\$1000
Skills First – Concession card holders***	\$160	\$160	\$200

* **Note:** Course fees are not subject to the Australian Goods and Services Tax (GST) as this program is a GST-free education course. AHRI has in place an assurance that will protect all pre-paid course fees, as required by the Australian Quality Training Framework.

** **Note:** Payment must be made to AHRI in Australian Dollars.

*** **Note:** Eligibility for concession only applies to Skills First Eligible Students – To receive the reduced (concession) fees you must hold a current Health Care Card, Pensioner Concession Card or Veterans Gold Card, or be a dependent spouse or child of such a cardholder for start and the duration of the program. You must provide evidence of eligibility at the time of enrolment to receive full concession.

Skills First

Victorian students only may be eligible to access government-subsidised training in a vocational training course. This is called the Skills First program. For more information and to check your eligibility for government subsidised training please see [here](#).

PLEASE NOTE: Skills First applications must be submitted for review two weeks prior to enrolment close date (refer page 5 for 2019 Key Dates).

AHRI membership

Becoming an AHRI member means you can access member-only resources and information, get discounts on upcoming AHRI events and training including the Certificate IV in HR, and advance your HR career by participating in professional networking activities. You can see the full range of AHRI member benefits [here](#).

If you are not currently an AHRI member, you may wish to consider becoming a member. AHRI offers an Affiliate Membership for \$315 for students and is an option you may select whilst completing your enrolment.

Resources

The prescribed course textbook (eBook format) is **not** included in the course fees. Students are advised that the course materials refer to the eBook only and are required to purchase the eBook prior to commencing the course. The eBook is available to purchase via the following link:

<http://www.wileydirect.com.au/buy/bsb41015/>

eBook

Item	Amount
Raymond J Stone (2017) <i>Human Resource Management</i> , 9 th Edition (eBook format)	\$65.00

Additional fees

Item	Description	Amount
Re-issue of Qualification/Statement of Attainment	Student request for the reissue of a qualification / statement of attainment which has already been issued or provided	\$25

Payment of course fees

Full fees are due by the course enrolment close date. See Table 2 for dates. If AHRI does not receive your payment by the course enrolment close date, your enrolment will be cancelled. AHRI is not able to offer payment by instalments.

Course Deferral

Course deferral applies to a student who has been offered a place in a course and wishes to postpone the commencement of their studies.

Before you defer from the program

- Check the deferral fees and timelines in the program handbook.
- Speak to your Academic Coordinator to discuss your options and to ensure program deferral is the most appropriate option.

Conditions of deferral

- A deferral will not be accepted until the online deferral form has been received (found in the Student Portal).
- AHRI membership fees are non-refundable.
- Program deferral is available for a maximum of up to one year.
- One deferral per enrolment is permitted.

Deferral timelines and fees

Timeline	Deferral fee
Deferral before the enrolment close date	No fee
Deferral: between the enrolment close date and one week after the program commencement date	\$330
Deferral: program week 2 onwards	No deferrals permitted after this date

Course Withdrawal

Course withdrawal refers to the process of permanently withdrawing from the program.

Before you defer from the program

- Check the withdrawal fees and timelines in the program handbook.
- Speak to your Academic Coordinator to discuss your options and to ensure program withdrawal is the most appropriate option.
- Consider alternatives to program withdrawal outlined in the program handbook (e.g. deferral).

Conditions of withdrawal

- A withdrawal will not be accepted until the online withdrawal form has been received (found in the Student Portal).
- Should you wish to resume your studies after you have withdrawn from the program you will be required to re-enrol into a new program.
- A previously deferred student is not eligible for any refund.
- AHRI membership fees are non-refundable.
- Textbooks and e-textbooks are non-refundable.

Withdrawal timelines and fees

Timeline	Refund Fee
Withdrawal before the enrolment close date	No fee
Withdrawal: between the enrolment close date and one week after the program commencement date	\$330
Withdrawal: program week 2 onwards	No refund of program fees

Student Study Support and Services

Access and equity

AHRI encourages people from all backgrounds, abilities and needs to participate in its training and education programs. AHRI is committed to providing training and assessment services that are responsive to the diverse needs of individuals and enabling equal opportunity to all students to develop their skills and achieve their vocational outcomes. AHRI's policies and procedures ensure learning support is available to meet the individual needs of students and that alternative arrangements for assessment are available where required.

Learning and assessment support

AHRI is committed to ensuring that all students receive the learning support they need to successfully complete their studies and to continuously improve its training and assessment services.

AHRI seeks to ensure that:

- The learning and support needs of all students are identified and assessed upon entry into a program through information provided by students upon enrolment and the induction process.

- All students are informed on how to access the services they require to successfully complete their training and assessment.
- Feedback is collected about AHRI's provision of support services and the feedback is systematically collated, analysed and used to improve training and assessment services.

A range of learning support resources and services are provided to distance learners:

- Academic support – access to ongoing learning and assessment support and guidance from qualified Academic Coordinators who are also experienced HR professionals via email.
- Comprehensive learning and assessment materials and a course handbook that outlines the support services, policies and study skills information to assist in successful completion of study.
- Student training plan – provides an overview of commencement dates for each topic of study, average number of study hours required, the due dates and return dates for assessments. (Note: recommended hours of study are a guide only, to allow for individual differences in student learning needs, preferences and skills.
- Language, literacy and numeracy (LLN) skills task – written task that students complete as part of their induction in the program to assist in identifying current LLN capabilities and any needs/issues.
- AHRI Customer Operations Team member –to assist in administrative needs in relation to the course.
- Access to an online student portal – this platform includes:
 - online access to all course materials
 - regular student announcements/emails from the Academic Coordinator regarding topic content and assessments
 - online discussion forums, providing the opportunity to connect and interact with other students and the Academic Coordinator in support of course-related learning
 - an upload point for submission of all course assessment tasks.

Student rights and responsibilities

Students have the right to:

- be free from any form of discrimination and /or harassment and are responsible for their health and safety.
- have their learning needs recognised and addressed by their academic coordinator/facilitator
- have their privacy and confidentiality respected
- access a fair and transparent system to help with appeals, complaints and grievances
- flexible learning and assessment procedures to cater to for individual differences in learning styles and needs
- to information about AHRI's student policies and procedures
- timely access to current and accurate records of participation and assessment progress.

Complaints and appeals

At AHRI, every effort is made to ensure each student is able to appeal against any decision or incident they feel is unfair. All complaints or appeals are handled with confidentiality and sensitivity and according to the AHRI Complaints and Appeals Process.

A Complaints and Appeals Process exists for both academic and non-academic issues. This process is fully detailed in the AHRI Complaints and Appeals Policy and Procedure which is available from the AHRI Customer Operations Team. This policy governs the process for responding to complaints about a situation, a process, a person or people, a facility or a service provided by AHRI.

A complaint or appeal should be lodged in writing, using AHRI's Complaints and Appeals Form. This form is available from the AHRI Customer Operations Team and/or on AHRI's website: <http://www.ahri.com.au/education-and-training/qualifications>

AHRI will investigate and respond to all complaints and appeals lodged by students:

- The process will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be utilised to finalise the process in the shortest possible time.
- The student's enrolment will be maintained while the complaint or appeal is being investigated.
- The student will have the opportunity to formally present their case at no cost. Where a meeting is required regarding the complaint or appeal, the student and the other party may be accompanied and assisted by a support person.
- The student will be given a written statement of the outcome, including details of the reasons for the outcome.

In relation to all academic complaints or appeals, if the process results in a decision that supports the student, AHRI will immediately implement the decision or preventive action required and advises the student in writing of the outcome within five working days.

Assessment

Credit transfer

Credit transfer is available at no cost for students as part of the enrolment process in AHRI's accredited training programs. Credit transfer applies, when students have already met the learning/competency outcomes through previous formal learning. To enquire about your eligibility for credit transfer you can contact AHRI at enquiries@ahri.com.au.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is available upon enrolment in AHRI's accredited training programs. Skills and knowledge gained through life and work experiences, which meet the competency requirements of VET training can be formally recognised through the RPL process.

Students who would like to apply for RPL, can contact AHRI at enquiries@ahri.com.au to receive an RPL Application Form and information about AHRI's RPL procedure. The RPL application form must accompany full payment details which are subject to the withdrawal and deferral conditions. For information on AHRI's RPL process and fees please refer to Table 11 below.

Note: Credit transfer and RPL applications with supporting documents must be submitted before close of enrolment for each Series.

RPL fees in detail

RPL Assessment is charged at the same cost as full course registration / enrolment. Where RPL is not granted for specific units of competency / topics, it is expected that the student will enrol in those units / topics to achieve the BSB41015 Certificate IV in Human Resources qualification.

Fees associated with the RPL process are detailed in the following:

RPL fees

Item	Description	Amount
Recognition of prior learning application review and completion fee	Cost to complete an RPL application is the equivalent of the full course enrolment fee	Refer to full program fees. Must be paid at time of application

Please note: AHRI has in place an assurance that protects all pre-paid courses fees, as required by the Australian Quality Training Framework.

Assessment Requirements

Assessment in the BSB41015 Certificate IV in Human Resources requires both knowledge and skills to be formally assessed. Each topic of study consists of two compulsory assessment components:

Part A: Written assessments

For each topic you will have to complete a written assessment designed to assess your knowledge. The assessment task includes a range of short and long answer questions related to the topic.

Part B: Workplace Supervisor Reports

Students who have access to a workplace during their study, should seek and obtain early agreement from a manager or supervisor in their workplace to undertake the role of Third Party Workplace Supervisor and complete the Workplace Supervisor Agreement Form as evidence of their agreement.

The role of the workplace supervisor is to support the student's learning and monitoring the completion of workplace tasks identified in the Workplace Supervisor Reports (WSR). This will involve the observation of workplace activities, and review and 'sign off' of six checklist reports – each report relates to the topics studied. These third-party observation reports will form part of the student's portfolio of evidence to be used by an AHRI assessor to assess competence in the relevant units of competency.

Note: Workplace supervisor / manager do not have to work in HR in order to complete the Workplace Supervisor Reports. Where students do not have access to a workplace supervisor, an *alternative assessment can be arranged.

*Workplace Supervisor Report Replacement Task

Where participants do not have access to a workplace, as an alternative they can seek to complete the WSR replacement tasks for the six topics. These will contribute to the evidence requirements used by an AHRI assessor to assess competence.

Assessment due dates

Assessment	Intake 1, 2019	Intake 2, 2019	Intake 3, 2019
Topic 1	15 April 2019	29 July 2019 26 August 2019 (12mth)	2 December 2019
Topic 2	13 May 2019	26 August 2019 14 October 2019 (12mth)	13 January 2020
Topic 3	11 June 2019	23 September 2019 2 December 2019 (12mth)	10 February 2020
Topic 4	8 July 2019	21 October 2019 3 February 2020 (12mth)	9 March 2020
Topic 5	5 August 2019	18 November 2019 23 March 2020 (12mth)	6 April 2020
Topic 6	2 September 2019	16 December 2019 11 May 2020 (12mth)	4 May 2020

Assessment submission

Assessments are submitted in electronic format and uploaded to the online student portal. The Student Course Handbook (which is provided to students once their enrolment is confirmed) contains detailed information about how students can upload assignments and view assessment progress and results from the student portal

Assessment extension

Extension on assessments are permitted and are expected to be submitted at least **one week prior to the assessment due date**. Students must complete and submit an Extension Request Form when seeking approval for extension. Please note; Extensions are only granted for a maximum period of one week.

Special consideration

Where students experience temporary hardship during their studies or when completing assessment, they may be eligible for Special consideration. Special consideration is an assessment adjustment for unexpected circumstances that are outside of a student's control, which have a significant adverse impact on their performance in assessment or prevent them from attempting or submitting their assessment. If students wish to apply for Special consideration they are encouraged to speak with their Academic Coordinator in the first instance to check if it is right for their circumstances.

Privacy Statement

AHRI is concerned with the protection of your privacy. We support the Australian Privacy Principles (APPs) in the *Privacy Act 1988* (Cth), as amended. AHRI collects and stores your personal information for the purposes of providing membership services, education and training programs. AHRI may use your contact details to promote AHRI products and services to you in the form of email communications and/or other types of communication. AHRI does not disclose any details of your education assessments without prior permission from you. AHRI may contact you for opportunities to profile your education assessments in AHRI communications.

Email reception@ahri.com.au if you would prefer not to receive communications from AHRI. To view AHRI's full privacy policy visit www.ahri.com.au/privacy-policy

Appendix 1: Online Service Standards

Introduction

Service standards are intended to ensure students get the support they need in any subject or qualification they study online. These standards can assist to manage student and academic expectations and ensure those studying online have similar access to the standards and levels of communication as those studying in the traditional classroom environment.

Minimum standards help ensure student queries are quickly identified and that appropriate advice and support is provided in a timely manner. These standards are designed to ensure that students are engaged, motivated and achieve results through their training to aid their future employment prospects.

Student support

The Australian Human Resources Institute (AHRI) provides the following support to help student with their study:

Academic Coordinators/Assessors

The Academic Coordinator will respond to your queries within two business days. Assessments submitted on time will be marked and returned within two weeks of the due date.

As an AHRI student, you will regularly engage with your Academic Coordinator and other students through messages in Moodle, group discussion boards and webinars.

Additional assistance

Assistance is available from AHRI's dedicated customer service team by phone or email **9:00am – 5:00pm (AEST) Monday to Friday**, excluding public holidays.

AHRI will reply to phone calls immediately, phone call messages within 24 hours and emails within two business days. You can contact AHRI on 1300 811 880 (toll free) or email studentsupport@ahri.com.au

IT support

AHRI's Learning Management System (LMS), Moodle, is hosted externally. AHRI can assure all learners engaged in online training and assessment activities that Moodle is available 99% of the time. Occasionally, there may be some down time during software updates in the Learning Management System (LMS). Where this is the case, AHRI will notify all students 7 business days (if not earlier) prior that the LMS will not be available during this period.

If you are having technical issues call AHRI on 1300 811 880 (toll free), during business hours, to request assistance. AHRI can escalate the issue/s directly with the external provider for resolution.

Education support services

All students are supported by an Academic Coordinator who is contactable via the LMS. Their role is to provide support by answering questions in relation to academic matters, including course content and assessments.

Students also have access to an online student forum where they can share questions and ideas with other students. These forums are an excellent way for students to communicate with each other about their studies. AHRI encourages students to log in to the forums regularly throughout the course.

IT requirements

You will access your learning materials using the Moodle learning management system. The following are the minimum information technology requirements for you to access your course materials:

- A desktop or laptop computer (with 8GB memory and 1.8Ghz processor)
- Microsoft Office 2003 or later
- A reliable internet connection with internet browser (we recommend Firefox or Chrome).

Basic Digital Skills requirements

In order to access our learning materials and participate in this learning program, you will need to be able to do the following;

- Log into the student portal - Moodle
- Navigate through the portal to access the course content
- Download and uploading assessments
- Research on the internet
- Use the supplied platform to communicate with Academic Coordinators

Learning materials

AHRI ensures learning materials are presented in a variety of formats to optimise the learning experience, including:

- Guided content in the form of a student handbook, topic workbooks and online prescribed textbook
- Interaction through online messaging, discussion forums and webinars/videos

Alternative versions of key information can be provided upon request to those students with accessibility issues. Please contact AHRI on 1300 811 880 (toll free) during business hours if you require assistance.

Student engagement/activity

AHRI provides an online learning experience that enables you to interact and engage with your peers and the Academic Coordinator through group discussion forums, online messaging and live webinars.

Ongoing feedback will be provided as you study through:

- Interaction with Academic Coordinators in webinars, virtual check-ins, discussion forums and online messaging.

- Detailed feedback on your assessments.

There are measures in place for AHRI to monitor the activity of students through the online activity logs within the LMS. These logs on student activity and Academic Coordinator activity are recorded and can be retrieved by AHRI at any time.

Formal feedback is obtained through two Student Feedback Surveys completed at the mid-point and conclusion of the course. Informal feedback on any aspect of online learning support can be provided by the student to their Academic Coordinator or AHRI at any time. This provides direct input on the cohort and the quality of the support provided by the Academic Coordinator and AHRI. Continued feedback on matters that affect learner participation and engagement in the course learning and assessment activities are reported and noted by AHRI.