Vocational Education

Online Service Standards

Swinburne University of Technology offers a range of courses that can be delivered partly or wholly online. Swinburne is committed to providing a quality learning experience for students studying online in vocational education. These online service standards explain Swinburne's commitment to our students in the following key area.

Student Support

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

Teachers

Teachers are available for queries about learning and assessment. They can be contacted by phone or through email via the learning management system. Teachers will endeavour to respond to queries within 48 hours (Monday to Friday).

Assessments will be marked and returned within a timely manner, usually within two weeks of the assessment due date.

Administrative Support

Students are able to contact studentHQ during opening hours on 1300 794 628 or by submitting an online enquiry via askgeorge@swin.edu.au. For further information about opening hours and locations, visit the studentHQ page.

Students are also able to access information via the following webpages:
- study with us
  https://www.swinburne.edu.au/study/
- student login
  https://www.swinburne.edu.au/student-login/

Enquiries will be responded to within 48 hours.

IT Support, Helpdesk for Technical Queries

Students are able to contact the IT Service Desk by phone on 9214 5000 or via email at servicedesk@swin.edu.au.

The IT helpdesk staff are available Monday to Friday 8am- 6pm. View the following webpage https://www.swinburne.edu.au/life-at-swinburne/getting-started-at-swinburne/email-wifi-password-help/ for further information and assistance.

Support Services

Swinburne has many support services available such as: study skills workshops, one-on-one advice sessions, support for students facing challenges, useful study materials.

Counselling services are available by appointment between 9am – 5pm Monday to Friday. Students also have access to the Swinburne out-of-hours crisis line.

Visit the Student Services and Support https://www.swinburne.edu.au/life-at-swinburne/student-support-services/ webpage for further detailed information.

Library Services

Any student enrolled with Swinburne (whether studying on campus or online) can access any of the Swinburne libraries:
- **Hawthorn** – is open Monday to Friday 9:00am – 5:00pm
- **Croydon and Wantirna** – are open Monday to Friday 8:00am – 4:00pm.

All campus libraries are closed on a Saturday and Sunday and some public holidays. Latelabs are available on each campus.

Visit the library https://www.swinburne.edu.au/library/ webpage to confirm opening hours and for further detailed information.

Student Entry Requirements and Induction

Swinburne conducts a comprehensive pre-training review of all prospective students to determine whether a course is suitable and appropriate. This review also includes a Language, Literacy and Numeracy assessment.

The purpose of the review is to help and assist Swinburne staff in ensuring students are placed into the most appropriate course that meets the student's individual needs and where required, provide appropriate support.

Assessment of a student's digital literacy level is also incorporated in the review to ensure students have the ability to access the online material as required.

An outcome is determined, by:

- Asking students to undertake a self-assessment quiz
- Discussing with the student the quiz outcomes and making recommendations about whether the course is suitable and identifying additional support where required.

Swinburne uses a learning management system (LMS) called Canvas for online course delivery. In order to use Canvas, students will require a device that has:

- Access to the internet
- A web browser (eg: chrome, firefox)
- Preferably the latest version of Microsoft
- The capability to add additional software as required depending on the requirements of the units being studied.

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

Access Canvas by clicking on the Access CANVAS tile available from the Student Login webpage https://www.swinburne.edu.au/student-login/.

Learning Materials

Swinburne ensures that learning materials used in online training are interactive and presented in a variety of formats, including:

- Guided content
- Graphics
- Videos
- Audio
- Interaction through discussion forums and webinars

Swinburne applies the principles of the Web Content Accessibility Guidelines to our learning materials by making them perceivable, operable, understandable and robust.

Student Engagement

Swinburne provides an online learning experience that is engaging and interactive.

Teachers monitor student participation to ensure that students continue to progress through the unit content at an appropriate rate.

Collaborative learning opportunities may be provided so that students can interact with other online students in the same unit through:

- Discussion forums
- Webinars
- Video conference links

Ongoing feedback will be provided through:

- Interaction with teachers in informal discussion forums
- Responses to individual queries and in relation to the tasks a student completes

Teachers will contact students who have not accessed the learning material within two weeks from the unit commencement date. The Swinburne student at risk process will be implemented where a student has not accessed the learning material within four weeks from the unit commencement date and the teacher has attempted multiple times to assist the student to re-engage.

Mode and Method of Assessment

Different types of assessment methods may be used for each unit. Assessment methods may include:

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

Where students are asked to demonstrate competency in practical skills, this may require the use of video technology.

Teachers

All Swinburne teachers delivering online courses are experienced, qualified, current and competent in their relevant course area. Teachers undertake professional development in online delivery.