

REIV Online Service Standards

REIV offers a range of courses that can be delivered partly or wholly online. We are 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

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

Trainers/assessors

- Available for queries about learning and assessment by email studentsupport@reiv.com.au and phone contact will be made with students studying the Certificate IV in Property Services course (not the Agent's Representative course) every two weeks during each cluster
- Will reply to queries within 48 hours and assessment will be attended to within 7 days.

Administrative Support

- Available by phone and email between 9:00am and 5:00pm Monday to Friday.

IT support helpdesk for technical queries

Available any time by using the help desk within the etrainu platform.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

REIV conducts a comprehensive Pre-Training Review for all prospective students for Certificate IV licensing course, to determine whether a course is suitable and appropriate for their individual needs. This will include assessment of your digital literacy, by:

- Discussing with you, your digital capabilities and will make recommendations about whether the course is suitable for you and identifying additional support where required.

REIV uses a learning management system (LMS) for online course delivery called etrainu. The following are the minimum information technology requirements to enable optimal access to the LMS:

Computing requirements

- Reliable internet connectivity
- Computer equipment
 - PC users
Operating system: Windows 7 or later
Browser: Chrome
Word: Word 2007 or later
PDF reader: Adobe Acrobat Reader DC
<https://get.adobe.com/reader/>
 - Mac users
Operating system: Mac OS10.8 or later
Browser: Chrome
Word: Word 2008 or later
PDF reader: Adobe Acrobat Reader DC
<https://get.adobe.com/reader/>

Web-based content is available on portable devices such as tablets and laptops, but learning and learning materials CANNOT be accessed via mobile phone.

LEARNING MATERIALS

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

- Guided content
- Graphics
- Video
- Audio

Interaction through online classes delivered via Zoom (Certificate IV only).

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

REIV 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. Collaborative learning opportunities will be provided so that you can interact with peers.

Ongoing feedback will be provided as you study through:

- interaction with trainer on a one-to-one basis
- in response to individual queries and in relation to tasks you complete

We will contact students who have not logged on within 2 months of the course commencement date as well as those who miss online classes (Certificate IV only).

Students who have not logged on within 2 months of the course commencement date that do not re-engage after 1 attempt at contact will be deemed to have withdrawn from the course.

MODE AND METHOD OF ASSESSMENT

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

Forms of assessment will include:

- knowledge questions
- reports
- case studies
- demonstration of practical skills (role plays).

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

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at REIV are experienced in online delivery and have undertaken professional development in online delivery.

For further information or assistance please contact

Phone: 9205 6666

Email: training@reiv.com.au