



all health
training

All Health Training

TOID 22066

ONLINE SERVICE STANDARDS



----- *Making you the future of healthcare* -----

Welcome

At All Health Training, we understand that education must be flexible and adaptive. As part of our ongoing commitment to our students, these Online Service Standards explain our service levels in key areas of online learning, including student support, digital readiness, learning resources, engagement expectations, and assessment practices.

Please note: AHT Online, our Learning Management System, is used to provide access to learning materials, support documents, and assessment tasks. All students are required to attend scheduled classes or practical sessions in person, as we do not deliver training via real-time remote learning.

This document aligns with expectations under the *Standards for RTOs 2025* and Victorian Department of Education guidance CN 2022-20

On behalf of our team, we wish you an enjoyable and productive learning journey with AHT.



Simon Gray
CEO



Zoe Crowder
Operations Manager

Online Service Standards

All Health Training is committed to delivering high-quality learning outcomes for students, including those studying in virtual and blended formats. This Online Service Standards guide outlines our commitment to supporting students in online delivery modes, using our Learner Management System, **AHT Online**.

Student Support

Supporting students is critical at All Health Training, whether learning in person or online.

Students will be provided with access to **AHT Online** and setup instructions upon course commencement, delivered via the email provided at enrolment. Please check your Junk or Spam folders if you don't see this email. Students will also be given access to an **AHT Online Induction**, which provides a step-by-step introduction to navigating the platform, locating learning materials, submitting assessments, and accessing support services.

Support available Monday to Friday, 9:00am – 5:00pm:

Trainers and Assessors:

- Available for learning and assessment support via email, virtual meeting or phone
- Will respond to queries within 48 hours

Administrative Support:

- Available via phone and email during business hours
- Responses within 48 hours: admin@ahd.edu.au

IT Support:

- Students can submit an AHT Online Support Form (via AHT Online), or email ahdonline@ahd.edu.au
- IT queries responded to within 48 hours

Additional Support Services:

- Refer to the Student Handbook for wellbeing, academic, and other support services available

Student Entry Requirements

Digital literacy and access to appropriate technology are assessed through the LLN & Pre-Training Review.

Minimum requirements include:

- A desktop or laptop (preferably under 5 years old) with operating system such as Windows 10 or Mac OSX
- Stable internet connection (wired preferred)
- Data allowance for browsing and video
- Supported browser (Chrome, Firefox, Safari, etc.)
- Personal email account
- Sound card and speakers

Learning environment & resources

AHT ensures that learning resources cater to diverse learning needs and are accessible through AHT Online. These include:

- Video content (e.g. YouTube)
- Audio recordings or podcasts
- Email communications
- Submission of assessments via **AHT Online**
- Online discussion boards
- PDF documents and downloadable materials

Students can join a classroom virtually in real time, if required eg. student is unwell but able to attend virtually.

Learning resources are developed in accordance with Web Content Accessibility Guidelines (WCAG) to ensure they are perceivable, operable, understandable, and robust.

Student feedback

Trainers will provide feedback to students for every assessment. In addition, through AHT Online students can reach out to trainers for assistance regarding assessment queries or other matters.

Student engagement

We monitor participation and progress regularly, maintaining contact through classes, practical sessions, email, phone calls and meetings.

Students must actively engage in learning to remain enrolled and progress. Refer to the Student Handbook for detailed expectations around attendance, engagement, and course progression.

AHT Trainers will review progress and engagement and reach out to students as necessary.

Mode and Method of Assessment

Assessments are conducted progressively using various methods to meet competency requirements which may include options such as:

- Written tasks
- Oral questioning
- Role plays
- Group or individual presentations
- Simulated practical tasks
- Workplace observations (as applicable)

Trainers and assessors

All trainers delivering through **AHT Online** have been trained in its use and participate in ongoing professional development focused on effective online teaching strategies.