The Gordon's Online Service Standards

The Gordon offers a range of courses that are delivered party or wholly online. The Gordon is committed to providing a quality learning experience for students who are studying online and these online service standards explain our commitment to students in key areas.

Student support

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

Trainers/assessors

- Are available for enquiries about learning and assessment in person and by phone and email on their scheduled working days for the duration of the course/module.
- Will reply to queries within 48 hours and assessment feedback will be provided within 14 days.
- Contact details will be provided to students following their enrolment.

Administrative Support

- Is available for administrative enquiries in person and by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours.
- Contact details will be provided to students following their enrolment.

Support services

- Library services are available to students who are studying online. Contact details and opening hours are available here.
- Students can access a wide range of other support services at The Gordon. Information is available here.

Student entry requirements and induction

The Gordon conducts a Pre-Training Review for all prospective students undertaking accredited training to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review potential students are asked to give a self-assessment of their digital skills and ability to access online training; in addition a student's level of digital literacy is tested and assessed via the online LLN review when used.

The Gordon uses a learning management system known as Gordon Online for online course delivery. At the beginning of training, students are introduced to Gordon Online via an induction session.

The following are the minimum recommended information technology requirements to enable optimal access to Gordon Online:

- Access to the internet
- A device with a minimum of 4GB memory and Intel i5 or similar processor.
- Microsoft Windows 7 and above or Mac OSX 10.6 and above.

Gordon Online is also accessible using hand held devices such as smart phones and tablets.

Learning materials

The Gordon ensures that learning materials used in online training are interactive and are presented in a variety of formats to optimise the learning experience.

Learning materials cover all aspects of a unit of study so that students have all the necessary information to satisfactorily complete the unit.

The Gordon is committed to meeting the principles of the Web Content Accessibility Guidelines V2.0 by providing online learning and assessment content that is perceivable, operable and understandable by the broadest possible range of users and compatible with a wide range of assistive technologies, now and in the future.

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Student engagement

The Gordon 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. For example, these could occur through:

- discussion forums
- webinars

Ongoing feedback will be provided as you study. For example, these could occur:

- via interaction with trainers/ assessors in discussion forums or live video calls
- in response to direct individual queries and in relation to tasks you complete

We will contact students who have not logged on within 1 month of the course commencement date or who do not engage with the online resources at least once per month.

Mode and method of assessment

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

Forms of assessment could include:

- knowledge questions
- projects and assignments
- case studies
- demonstration of practical skills
- portfolios.

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

Trainers and assessors

All trainers and assessors delivering online courses at The Gordon have undertaken professional development and training in online delivery which includes:

- formal qualifications in online training
- training on how to manage and administer training using the learning management system, Gordon Online.

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