

Mentor HR is committed to providing a quality learning experience for students studying online. These online service standards explain our commitment to students.

STUDENT SUPPORT

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

- Trainers/Assessors will be available for queries about learning and assessment by phone and email for the duration of the course/unit. Students queries will be answered within 48 hours and the assessments will be assessed within 14 days.
- Administrative or Technical Support will be available for queries by phone (1300 218 933) and email (info@mentorhr.com.au) Monday to Friday between 9.00am and 5.00pm. Administration/ technical queries will be responded within 24 hours.
- Additional Support Services: Mentor HR offers a list of support services. This include, phone and email support, job search and placement, career guidance, study skills programs, counselling, and welfare support. Students requiring assistance are encouraged to contact our training office for referral to these services.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Mentor HR conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. At Mentor HR we conduct inductions for all our new online students. Students must participate in an interview with the online trainer. This meeting helps the trainer to understand student's digital literacy skills and their capability of undertaking the online learning. At the induction interview, the trainer takes the student through the online process.

STUDENT ENGAGEMENT

Mentor HR aims to provide an online learning experience that is engaging and interactive. We will monitor your participation as you progress through your course.

Ongoing feedback will be provided as you study via:

- Email, telephone and direct interactions with trainers/ assessors and/or in informal online discussion forums or webinars
- In response to individual queries and tasks you complete, and within 10 days of assessment submissions.

We will contact students who have not logged on or continued to participate in learning activities after a period of one (1) month.

LEARNING RESOURCES

Mentor HR ensures that learning materials used in online training are interactive and are presented in a variety of formats. We are using Computer Based Learning and Moodle for our online learners.

MODE AND METHOD OF ASSESSMENTS

The forms of assessment will include:

- Knowledge questions
- Projects
- Case studies
- Demonstration of practical skills. (skills will be assessed at a practical observation according to their course of study)

OUR ONLINE TRAINERS AND ASSESSORS

At Mentor HR all trainers and assessors delivering online courses are experienced in online delivery and have undertaken professional development in online delivery.