

ONLINE SERVICES STANDARDS

Student Support

ACES courses are primarily delivered online. We are committed to providing the highest quality learning experience for student. ACES provides the following support services to students studying their course online:

Trainers/Assessors

- ACES trainer's contact details are provided upon enrolment into the unit/subject.
- ACES trainers will regularly engage with you through our Moodle LMS, ACES Facebook page and directly via email or phone
- Trainers are available for queries about learning and assessment by phone, email and online chat. Please contact your trainer for individual availability
- Trainers will respond to your queries within 48 hours on business days.
- Assessments submitted on time will be marked within two weeks of submission.

Administrative Support

- ACES administration (sandy@aces.edu.au) can assist with queries including assignment extensions, Special Consideration applications and Moodle LMS access/use.
- Enquiries will be responded within 48 hours on business days.

IT Support

- ACES administration (sandy@aces.edu.au) can assist with IT queries. Enquiries will be responded within 48 hours on business days.

Student Entry Requirements and Induction

ACES will perform a comprehensive Pre-Course Review with each student prior to course commencement to determine whether the course is suitable and appropriate for their individual requirements. The Pre-Course Review and induction phone call with the CEO, will assess your level of digital literacy. If necessary, we will make recommendations in the areas identified as requiring additional support. It is highly recommended that students have access to a laptop or desktop computer with a minimum 8GB memory and 1.5Ghz processor, Microsoft Windows 8 and above or Mac OS version 10 and above. A reliable, high speed internet connection is also required to optimise your learning experience and live Zoom interaction.

Learning Materials

Students will access their learning materials using the Moodle LMS. ACES ensures learning materials are presented in a variety of formats to optimize the learning experience, including:

- Interactive Zoom conferences with teachers and classmates
- Video
- Audio alternative versions of key information can be provided upon request to students with accessibility issues and feature our Immersive Reader application.

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Student Engagement

ACES provides collaborative learning opportunities that enables you to interact and engage with your peers and teacher through live Zoom conferences and ACES Facebook page.

Ongoing feedback will be provided as you study through:

- Interaction with teachers in Zooms, via email and phone
- Detailed feedback on your assessments through Moodle LMS

Administration and your trainer will monitor your participation and assist your progress throughout your course. Any student deemed to be at risk will be contacted by their trainer to discuss their needs.

Online live zoom sessions are compulsory. Students who miss two or more zoom sessions per subject, may be withdrawn from the subject due to non-engagement. If you know you will be late or will miss a live zoom session, please text your trainer. Your trainers contact details are provided in Moodle LMS.