



Online Service Standards

These standards should be read in conjunction with Serve It Up's Policies & Procedures, found on the Serve It Up website and in the Student Handbook.

Student Support

Serve It Up will provide the following support for students studying any part of their course online:

When students enrol online or study the online component of their course they can access support in the following ways:

- Consult a Trainer and Assessor during class time.
- Contact our IT staff member for any technical support. Contact details can be found on the [Serve It Up website](#).
- Call Head Office between 9am and 5pm Monday to Friday (excluding public holidays) on: 1300 555 748
- Email info@serveitup.com.au or leave a voicemail outside of office hours and we will respond within 2 business days.
- Make a booking with a one on one support trainer. Call or email as above to arrange a time.
- Drop into our head office between 9am and 5pm Monday to Friday (excluding public holidays).

Entry Requirements & Induction

Serve It Up conducts a detailed Pre-Training Review of a prospective student's training needs to establish whether the course in question is appropriate for their needs.

Our review includes:

- Self-assessment of your digital literacy
- Assessment of your Language, Literacy and Numeracy (LLN) strengths and areas where we may provide you with additional support
- Discussion between you and the trainer to identify any additional support that may you may require

Serve It Up uses Canvas, a Learning Management System (LMS), for the online components of our courses. In order to use Canvas, you'll require:

- a device (laptop/desktop/tablet) with access to the internet (broadband cable/ ADSL or NBN)
- a web browser, preferably Chrome or Firefox.

You will also be required to use the internet to browse and conduct research and access recommended webpages that form part of your self-paced learning.

Students are to complete this study at home in their own time however they can access free WIFI and laptops upon request at our Head Office. Students can bring their own devices if they wish.

Learning Materials

Our online training is delivered in a variety of ways ensuring we cover all different learning styles. They include:

- Class discussions via forums
- Graphics and animations
- Videos
- Audio
- Guided content

Our students are given a link to an online Student Resources page at enrolment. This includes the Resource Guide, a document containing all content taught throughout the course. The student can request a paper copy of this.

The online elements of the course are also available in paper form.

Our learning materials meet the requirements set out by the Web Content Accessibility Guidelines 2.0.

Canvas has documented its commitment to the Web Content Accessibility Guidelines 2.0 here: <https://www.canvaslms.com/accessibility>

Student Engagement

Serve It Up offers an engaging online learning experience. Student can collaborate with peers through online discussion forums.

Feedback for the online component of the course is provided via email in response to assessment submission. Feedback can also be delivered to the student cohort via the Canvas discussion forum.

Through Canvas we can view student analytics;

- Last student activity
- Total student activity
- Details of student contact with trainer
- Date of and number of submissions

We use these tools to monitor your participation and will take appropriate action for non-participation.

Mode and Method of Assessment

Forms of assessment may include:

- Written (includes short answer, multiple choice and case studies)
- Practical simulation/demonstration (recorded and uploaded or completed in our classroom)
- Verbal

Trainers and Assessors

All Serve It Up trainers are required to complete an induction for any online elements of the course. All our trainers undertake professional development in online delivery by attending webinars through our subscription to ACPET's PD library.