RMIT University - Online Service Standards

RMIT University offers a range of educational courses that can be delivered partly or completely online. RMIT is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

RMIT will provide the following types of support to students studying any aspect of their course online.

Study Support

RMIT provides a range of support services and programs to assist a student achieve their potential while studying online. These include:

- General study skills
- Assignment writing resources
- Maths, Statistics, Physics and Chemistry resources
- English language supports
- Referencing guides and tools
- Literacy tools

The full suite of online support programs is available here:

https://www.rmit.edu.au/students/study-support

Trainers and Assessors

Teaching staff will be available for queries about learning and assessment by phone, email and/or online chat as outlined in your course guide. Contact details for teachers are available to students in the welcome module of their online course.

- Teaching staff will aim to reply to queries within 2 working days and assessment will be returned within 10 working days of submission.

Mode and Method of Assessment

Different types of assessment may be used for each unit. Assessments may include:

- knowledge questions
- projects
- presentations
- evidence portfolios
- reports or case studies
- demonstration of practical skills

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

Enrolment and Student Support

RMIT offers a range of student services and support through the RMIT Connect portal.

Students can reach services by phone and email, and via the online self-service portal system during:
- Monday - Thursday: 9 am to 5 pm; and
- Friday: 10 am to 5 pm.

Services available through this portal are:
- Fees and Commonwealth assistance loans
- Enrolment
- Timetable
- Personal details
- Graduation and academic statements
- Counselling services are available via video conference.

https://www.rmit.edu.au/students/contact-and-help/connect

IT Support Helpdesk

Information technology support is available online through the service portal. Support is available a phone, email and/or online chat during semester dates at

- 9:00 am and 5:00 pm Monday to Friday
- 10:00 am and 2:00 pm on Saturday and Sunday.

Students can reach IT support via phone on 03 9925 8888 or log a request through the support portal.

Video chat support is also available during Monday to Friday - 9.00am to 1.00pm, 1.00pm to 5.00pm

For more information on online support services, request services and video chat.

https://www.rmit.edu.au/students/support-and-facilities/it-services-forstudents/service-and-support-centre.

Library Support Services

The library collections are electronically indexed and available completely online. Much of the library's digital collections are available through the library website. The library's digital collections available online include, but are not limited to:

- Databases
- e-Journals
- Video and audio
- Images
- Newspapers
- Standards
- Theses
- Open Educational Resources (OER)
- Course reserve and past exam papers
- Dictionaries and encyclopedias
- Law and legislation
- Patents
- Indigenous resources

Online support is provided by the Library during semester hours through online chat during:

- Monday to Friday: 9 am to 8.30 pm
- Weekends and public holidays: 10 am to 4.30 pm

The details regarding these services are available here:

https://www.rmit.edu.au/library/help/ask-the-library

Online Accessibility

RMIT is committed to ensuring its online delivery meets universal accessibility standards. As part of its Digital Accessibility Framework, it aims to achieve WCAG 2.1 AA standard for all online environments and digital material whenever possible. Information regarding this specification is here:

https://www.w3.org/TR/WCAG21/

Information about RMIT's commitment to accessibility and standards for online content can be found here:

https://www.rmit.edu.au/staff/our-rmit/diversity-and-inclusion/accessibility/digital-accessibility

Where students may require additional support with online material they may request assistance through their teaching team or the Equitable Learning Services (ELS). The ELS provides support and equal opportunities for students with a disability, long-term illness and/or mental health condition and primary carers of individuals with a disability. Students are encouraged to seek support though various online channels, here:

https://www.rmit.edu.au/students/support-and-facilities/studentsupport/equitable-learning-services

Student Entry Requirements and Induction

RMIT conducts a comprehensive Pre-Training Review (PTR) as a part of enrolment for all prospective students. The purpose of this is to determine whether a course is suitable and appropriate for their individual needs, and if so, to flag additional support required to give a student the best chance of success in the program.

This PTR includes a diagnostic language, literacy and numeracy (LLN) test to ascertain a student's current ACSF level and to ensure the course is matched to their needs, and if there are additional supports required.

As part of this enrolment process, students also complete a comprehensive questionnaire regarding any additional supports required due to a disability or long-term medical condition and to determine their digital literacy in relation to using the Canvas learning management system (LMS) and other digital technology/software.

If anything is flagged as a part of this comprehensive process, a course coordinator will have a conversation with the student identified to discuss their support needs and suitability for the program.

RMIT University uses the learning management system Canvas for supporting course delivery. The following are the minimum information technology requirements to enable optimal access to the LMS:
- A device with a minimum of 8GB memory and 2Ghz processor.
- Microsoft Windows 7 and above, Mac OSX version 10.6 and above and Linux - chromeOS

Trainer and Assessors

All trainers and assessors delivering online programs at RMIT University are experienced in online delivery in vocational education.

Trainers and Assessors undego internal professional development in online delivery for delivery and assessment on Canvas and review online course content as per the Program's Annual Review.