



IHNA - ONLINE SERVICE STANDARDS

IHNA offers a range of courses that are delivered partly online and is committed to providing a quality learning experience for students studying and these online service standards details our commitment to students.

Student Support

IHNA offers support services to help students to succeed with their study at the Institute of Health and Nursing Australia. IHNA also provides support services for students who may require assistance in non-academic related areas. Some programs or support services are applicable for particular groups of students while others are for all students.

Students of IHNA will have access to our comprehensive student support services to make sure they have every chance possible of successfully completing their course.

Support to complete the enrolment

IHNA's friendly administration support team provides one-on-one assistance to the students to complete the enrolment process by guiding them through documents via phone calls, emails and face-face sessions. No prior appointment required.

Email: enquiry@ihna.edu.au

Toll free no: 1800 22 52 83

Working hours: Monday-Friday (08:30am – 04:30pm) AUS EST

Trainer / Assessor support for e-learning students

Students will be contacted by their trainers/assessors via phone, email, messaging and/or through the online course forums. IHNA's trainers/assessors play an active role in the course forums. They will provide a response to a student's email enquiry within 72 hours – and in most cases, much sooner.

At the commencement of the course, students will be introduced to their course coordinator, trainer/assessor and admin staff, who will continue to give support as they progress through their studies through email and/or telephone calls.

Welfare Services

IHNA provides students with a broad range of welfare services including assistance with enquiries about fees, social security allowances and benefits and applications for course-related financial support. Students are requested to contact the registrar in person or emailing enquiry@ihna.edu.au at the corresponding campus for more details.

Supporting students affected by disadvantage

IHNA is committed to increasing access and equity in education to support increased access of traditionally disadvantage students to employment and life-long learning.

Melbourne (Heidelberg)

597-599, Upper Heidelberg Road
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P: + 61 3 9450 5100

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Melbourne, VIC - 3000, Australia
P: +61 3 9455 4444

Perth

Level 4, Carillon City Arcade
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Sydney

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P: +612 8228 6400



To this end, the IHNA selection and admission processes for courses shall where appropriate:

- Make reasonable adjustment to selection processes to meet the needs of people with disabilities
- Maintain an Aboriginal Education Unit to provide assistance and support to indigenous learners
- Offer part-time enrolments and alternate delivery modes where practical
- Offer financial support to students through access to payment plans
- Offer scholarship programs based on the principles of access and equity
- Offer alternate processes for students who cannot access online applications.

Student Entry Requirements and Induction

IHNA shall ensure that where courses have specific entry requirements these are clearly stated in course information published on the website and related marketing materials.

Specific entrance requirements may include:

- Pre-requisites skills, experience, qualifications or units of competency
- Completion of qualifying processes including interviews; presentation of portfolios; and supplementary application forms
- Holding current police or working with children's checks where required by employers or regulatory authorities
- Minimum age requirements where required by a regulatory authority
- Attendance at compulsory information sessions
- Testing of literacy and numeracy or aptitude
- Completion of specified secondary schooling

IHNA shall ensure that potential students are provided with access to clear information prior to enrolment regarding the commitment they are entering into. This will include where applicable:

- Fees and charges and the total cost of enrolment
- Responsibilities in respect to payment of fees and charges
- Eligibility for funding and the impact on future eligibility
- The currency of the training product
- The location and duration of the course.
- Delivery modes and assessment methods
- Work placement arrangements
- IHNA student code of conduct

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IHNA shall maintain student support services to provide advice to students prior to and during the application and selection process to ensure that students can make an informed decision regarding:

- Appropriateness of courses for their desired employment or education outcomes
- Services available to support individual learning needs
- Alternate pathways for achieving desired outcomes
- Availability of advanced standing through credit transfer and recognition of prior learning
- Availability of fee payment plans

Technical/IT Requirements

Other than the normal entry requirements, learners opting for e-learning/blended mode should have some minimum computer skills, an internet connection to access the e-learning and some technical requirements as given below. IHNA will give students orientation and training to use the e-learning platform. Before you commence this course, please make sure your computer meets or exceeds the following specifications.

Minimum System Requirements

Minimum hardware requirements are:

- Computer with 1GHz processor
- 1GB of SDRAM
- Microsoft® Windows® XP or later
- 1024 x 768 display
- 128 GB (Gigabyte) hard disk
- CD/DVD drive
- Sound card and speakers (or headphones)
- 256 Kbps or higher modem
- Or Macintosh equivalent.

Software and Plugins

One of the following web browsers:

- Microsoft IE 9.0 (Windows)
- Firefox 10.0 (Windows and Mac)
- Google Chrome 20.0 (Windows and Mac)
- Safari 5.0 (Mac)
- Java Run Time Environment (JRE) version 6. To download the latest version, please visit: <http://www.java.com/en/download/index.jsp>
- Flash Player 9.0. To download the latest version, please visit <http://get.adobe.com/flashplayer/>
- Acrobat Reader 8.0. To download the latest version, please visit: <http://get.adobe.com/reader/>
- A word processor program; for example, Microsoft® Word

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Learning Material

IHNA ensures learning materials are presented in a variety of formats to optimize the learning experience, including:

- Interactive guided content
- Discussion forums
- Learner's guide
- Videos
- Pre-recorded webinars

Student Engagement

IHNA Training provides a 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,

- Discussion forums
- Webinars
- Online Course forums

Ongoing feedback will be provided as you study about your academic progress through:

- Interaction with trainer/ assessors
- Student support team
- E-learning support team

Inactive students will be contacted to understand reasons for nonattendance and organize additional support, support sessions, resources to help you progress through the course, to the best of our ability.

Trainer and Assessors

IHNA training and assessment for all courses are delivered only by persons who have:

- current industry skills directly relevant to the training and assessment being provided; and
- current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts, e.g. workplace supervisors, may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

All trainers with qualifications awarded overseas have formal evidence of equivalence from an approved Australian recognition authority.

All trainers and assessors will complete the related skill matrices prior to delivering and assessing the units of competency.

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Assessment Mode

A range of assessment methods employed by IHNA ensures that assessments are fair, valid, reliable and reasonable while ensuring that IHNA meets the requirements of the relevant Training Package and the rules of evidence. The assessment process will include the gathering of evidence to demonstrate the student's competence. Students will be advised of the assessment requirements at the beginning of each unit and also provided in the time table.

To determine the student's skills and knowledge in a unit of competency, a qualified trainer and assessor will conduct assessments. Trainers will be provided with a Trainer's marking guide which will provide clear instructions and guidance to the assessment process and the criteria to base judgment of competence.

These assessment methods and strategies are consistent with the Training Package. All assessment tools are mapped to the current version of the unit of competency including all elements, performance criteria, knowledge evidence, performance evidence and assessment conditions.

Assessment strategies used are:

- Knowledge based Assessment
- Theory Assessments
- Unit Examination
- Project
- Simulation based assessments
- Professional Experience Placement (PEP) assessments



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