



Information about Online Learning

What is online learning?

Online learning is learning enabled by technology. It is a flexible option for providers, trainers, and students. Students learn in an online environment using digital tools to interact. This includes face-to-face workplace assessment as part of traineeship. Students and trainers connect at the same time but in different locations. Students can choose when, where and how to connect. Course materials are available online allowing students to self-pace.

All our online courses are delivered in English.

- As soon as you enrol you will instantly receive a welcome email with your course log-in and access to our learning platform.
- When you are ready to get started simply log-in from any device and if you need support, reach out anytime via phone or email.
- Log-in and out of our learning management system (LMS) platform anytime.

What do I need to study online?

You will need a device (e.g., desktop PC, laptop, phone, iPad, tablet) running a current/updated operating system with reliable high-speed internet (Wi-Fi) access. You will also need to use the Google Chrome browser to be able to enrol, log-in and access your course materials from our online learning management system (LMS).

Some or all of the following requirements are needed for online courses:

- Microsoft Windows 7 or higher (Windows 8 recommended) OR Mac OSX v10.5 or higher (Mac OSX v10.6 recommended)
- internet connection (broadband preferably)
- 2GB of RAM at a minimum
- Software to view online videos and images. Software such as Adobe Reader, Windows Media Player, Windows Photo Viewer etc. are available as a free download from the internet.

Our courses are designed to be accessible by people with many levels of computing. You do not need to be a computer expert to succeed in online learning, however, basic computer skills are required such as typing, creating, saving, editing and uploading documents, navigating the web and using Microsoft Word and Excel would be beneficial. You will also need to participate in online discussions.

What if English is not my first language?

Our courses are provided 100% in English. You can take your time studying the material and making use of tools such as google translate and Grammarly to help assist you but make sure you write and explain your answers in your own words and not copy exact phrases dictated by translation tools.

- Do not solely rely on the online resources or electronic workbooks provided for all your assessment answers; these simply contain supporting information to assist you. We recommend that you perform further research on the internet or from the actual field/industry of your chosen qualification.



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- Do not copy and paste information from any sources provided by us or found elsewhere on the internet, otherwise we will flag your assessment with plagiarism.
- You must reference the information you find on the internet or textbook sources.

What student and course support do I receive?

You will have access to a tutor via Email: admin@keycompany.com.au or

Phone: 1300 471 660

Our offices are open every weekday (excluding public holidays), from 9am to 5pm.

If you need to contact us outside these hours, leave a message and we will respond to your call as quickly as possible. Otherwise, send an email to admin@keycompany.com.au

We will book an appointment with your tutor (our Ambassadors), and we will contact you during a scheduled time that will suit you during our opening hours.

How do I receive and begin my course?

As soon as you enrol, you will receive an email with your course log-in and access to our LMS. When you are ready to start, simply log in from your device. You may log in and out of our LMS anytime.

You will:

- Fill out the enrolment form and upload required photo identification
- Answer Pre-Training Review questions
- Complete a Language, Literacy and Numeracy assessment

How do I navigate the LMS?

Our online courses are easy to navigate via our LMS where you will discover online learning/written content, resources and assessment.

You will complete some theory assessment tasks online and arrange for your practical assessment to be conducted in a workplace environment with a work supervisor observing your practical application skills for each unit.

Theory assessment activities will include written exercises including short-answer questions, reflective tasks, short reports and/or projects. Some units will have verbal questions assessments via teleconference with our assessors. There are no due dates for assessment. You can complete your training in your own time and your own pace with the assistance of our tutor if you need support.

Practical assessment activities will include observations by a workplace supervisor that you have arranged, and the supervisor will provide us with a completed workplace logbook and a report how you demonstrated the required skills and knowledge for each unit whilst in the workplace. If you are unemployed, you are required to choose and arrange for a workplace supervisor to assist in the completion of your workplace logbook.

We will track your progression throughout the course by frequently checking in with you and discussing any issues you wish to clarify. We will provide feedback during our real-time conversations or via email depending on how you prefer to connect with us.

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Research suggests participants who submit completed assessments regularly have a higher chance of completing their full qualification.

You generally have 12 months to complete your course from the start date. If you are unsure of your course duration, please check your Training Plan. Regular interaction with our trainers and submission of assessments are course requirements that help maintain an active course enrolment.

Upon completion of your course, you will receive a Statement of Attainment or a Certificate with a list of units you have successfully completed.

Your study commitments

Your competency-based assessments are based not only on your written assessments, but also on assessments that require workplace involvement either through real or simulated work environment including scenarios & workplace-based practical demonstrations required to complete assessment tasks and active participation in your learning.

Where relevant to your course, we recommend for each hour you spend at workshops; you spend at a minimum, two hours studying, researching, and preparing your assignments. This does not include your work placement practice required for your logbooks (where applicable).

Each of the units of competency on the Learning Management System (LMS) are scheduled to open on specific dates based on your course start date. We strongly recommend that you actively start your units once they have been opened on the LMS.

Inactive students will be withdrawn from the course within two months of inactivity. We recommend you apply for a course deferment if you believe that you will not be able to actively participate in your course as per opened units and your course schedule or training plan.