

Odyssey Institute offers a range of accredited vocational education and training programs delivered partially or wholly online. We specialise in delivering qualifications for the Alcohol and Other Drugs and community services sectors to meet the needs of people hoping to enter the AOD workforce as well as existing workers and health professionals. Odyssey Institute is committed to providing a quality learning experience for students and these service standards describe our commitment.

STUDENT SUPPORT

Odyssey Institute will provide the following support to students studying any aspect of their course delivered either fully online or through blended delivery.

- Details of how and when students can access support from key training and assessing staff and student administration; and expected response times.
- Other support services and how Odyssey students can access them.

All Odyssey Institute staff will listen respectfully to you and provide you with support, appropriate information and assistance.

Trainers/Assessors will:

- Inform you of their individual availability.
- Respond to queries about learning materials or assessment within 48 hours during the working week
- Provide feedback on assessments submitted within five working days.
- Encourage students to set up peer support groups to assist with establishing collaborative learning opportunities.
- Have a maximum student load of 60 students per full-time trainer/assessor for each course.
- Maintain their professional competencies and skills.

Student Coordinators & Administrators will:

- Provide all prospective and enrolled students with a personalised experience, take ownership of all enquiries and commit to resolving all queries within a timely matter.
- Support you when you need assistance to connect with the right people and systems at Odyssey
- Respond to queries and requests for technical and access difficulties within 48 hours during business hours of the working week
- Expect that students will respond to contacts by Odyssey staff within three working days

Support Services

Students who may experience personal issues that affect their studies are encouraged to contact their trainer or our student support team. Odyssey House Victoria offers discreet, personalised and confidential assistance to meet the needs of a broad range of people, and can assist students to access professional support and welfare services. Extensive information regarding support agencies, services and resources is provided in the Odyssey Institute Student Handbook and from [OHV website](#).

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Odyssey Institute conducts a comprehensive pre-training review of all prospective students to determine that the courses they offer meets the learner's individual needs.

Learners require intermediate level computer literacy skills to participate in Odyssey Institute online courses. These skills include the ability to open files (MS Word, PDF, MS PowerPoint); navigate online; upload documents; 'zip' files; use video-recording equipment (e.g. smart phone, video); and print documents.

MINIMUM HARDWARE, SOFTWARE & INTERNET REQUIREMENTS

Odyssey Institute uses a student management system (SMS) for online course delivery. The following are the minimum information technology requirements to enable optimal access to the SMS.

Software requirements

Microsoft Windows (like Windows 10, Windows 8, Windows 7, Windows Vista, and Windows XP), Apple's macOS 10.7 or newer (formerly OS X) and Chrome OS

Microsoft Word, Adobe Reader and Flash viewer (latest versions)

Hardware requirements

Internet Access: High speed broadband access (LAN, Cable or ADSL) with a connection speed of 1.5MB/s or better.

Processor: 2GHz processor

Memory: 1GB RAM; 4 GB free hard drive space

Internet access: We encourage students to use the web browser Google Chrome.

LEARNING MATERIALS & OPPORTUNITIES

Learning resources are available for students via remote access to the online portal and Student Management System.

All students are invited to participate in an Orientation to Odyssey's student portal and learning environment upon enrolment. Information sessions are provided pre-enrolment.

We ensure that our programs are engaging, and that learning materials and opportunities are provided in a variety of formats including:

- Guided content
- Graphics
- Audio visual
- Discussion forums and webinars
- Collaborative learning opportunities

STUDENT ENGAGEMENT

Odyssey RTO provides learning opportunities through blended and online delivery modes. Our trainers / assessors will support your participation and achievement through direct contact via phone and email and provide constructive feedback on assessment submissions.

Our Student Coordinators are available to provide technical support, problem solving and to handle other customer service requests.

Students are encouraged to participate in regular Zoom sessions to develop and practice key skills, and for the assessment of simulation and role-play activities. Recordings of these sessions can be accessed after hours.

Students are expected to maintain engagement with the studies trainers and assessors through regular logins and submission of assessment tasks. Students who do not stay committed to their individual training plans may consider deferral. Failure to respond to repeated contact by Odyssey Institute staff will result in withdrawal.

MODES AND METHODS OF ASSESSMENT

Odyssey RTO utilizes a variety of assessment methods. These include:

- Question banks and other written tasks
- Case study analysis
- Role-plays / simulations

All Odyssey Institute trainers and assessors are experienced online facilitators, and also maintain their AOD competencies and skills to ensure students are provided with a quality experience.