

Odyssey Institute offers a range of accredited programs delivered partially or wholly online. We specialise in programs relevant to the Alcohol and Other Drugs and related sectors, for workforce and professional development. Odyssey Institute is committed to providing a quality learning experience for students and these service standards describe our commitment.

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## STUDENT SUPPORT

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

- Details of how and when students can contact teachers, trainers, assessors and administration staff, and other key staff and response times for their queries.
- The available support services and how students studying online can access them.

### Trainers/Assessors will:

- Listen to you, be respectful and understand your needs to provide you with the appropriate assistance.
- Respond to queries about learning or assessment **within 48 hours** during the working week.
- Inform you of their individual availability.
- Provide feedback on assessments within **five working days** of submission.
- Have a manageable student load for their employed time fraction.
- Encourage students to set up peer support groups to assist with establishing collaborative learning opportunities.
- Maintain their professional competencies and skills.

### Student Coordinators & Administrators will:

- Provide all students with a personalised experience by taking ownership of all enquiries and commit to the goal of resolving any queries within a timely matter.
- Support you when you need assistance to connect with the right people and systems at Odyssey
- Continuously improve our service based on your feedback.
- Respond to queries **within 48 hours** during business hours of the working week
- Expect that students will respond to contacts by OI within **one working day**.
- Provide helpdesk support for technical and access difficulties via phone and email during business hours of the working week.

## Support Services

Students who may experience personal issues that affect their studies are encouraged to contact their trainer or the Student Administration team. Odyssey House Victoria offers discreet, personalised and confidential assistance to meet a broad range of individual needs and can assist students to access professional support and welfare services. Refer to our Student Handbook for a listing of support services and resources that are available.

## STUDENT ENTRY REQUIREMENTS AND INDUCTION

Odyssey Institute conducts a comprehensive pre-training review of all prospective students to determine suitability of the course for the student and to identify their individual needs.

Learners require intermediate level computer literacy skills to participate in Odyssey Institute 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.

We recommend that people intending to study with Odyssey Institute undertake who are not confident in using basic computer skills undertake a basic computer course with an adult learning centre. Locate an adult learning centre near you by following this link: <https://ala.asn.au/find-a-course/>

## MINIMUM HARDWARE, SOFTWARE & INTERNET REQUIREMENTS

Odyssey RTO uses online student portals for course delivery (JobReady and Moodle LMS). The following are the minimum information technology requirements to enable optimal access to the SMS.

### Software requirements

Windows 10 or higher

Apple - macOS Big Sur or later

**Word processing software such as Microsoft Word or Open Office Writer**

A web browser such as Chrome or Safari

Adobe Reader and Flash viewer (latest versions)

### Hardware requirements

1.6 GHz CPU, 1GB of memory and at least 1GB of free hard drive space

Video recording device such as mobile phone or video camera

A connection to the internet; 56Kbps or higher

**Have a Mac?:** We suggest students refer to this list for suitable alternative software to enable completion of assessments in MS Word: [15 Best Microsoft Word Alternatives For Mac 2023 - Rigorous Themes](#)

## LEARNING: MATERIALS & OPPORTUNITIES

- Learning resources are available for students via remote access to our online student portals
- We apply the principles of the Web Content Accessibility Guidelines to our learning materials by making them perceivable, operable, understandable, and robust. Our resources include guided content, graphical representation, audio visual materials, and discussion forums. We provide access to reputable external, authoritative sites for some content and industry approved templates.
- Learning opportunities are provided through blended and online delivery modes featuring scheduled facilitated Zoom sessions which can be accessed out of hours, guided content and collaborative learning opportunities where students can participate in student led study groups. For students who prefer to study fully independently our trainers and assessors will support your engagement through regular contact via email and or phone and provide constructive and timely feedback on assessments submitted.

## STUDENT ENGAGEMENT

Students are:

- encouraged to participate in regular Zoom sessions for facilitated learning, to develop and practice therapeutic skills, and for the assessment of simulation and role-play activities. Recordings of these sessions can be accessed after hours.
- expected to maintain contact with their course and their trainer/assessor through regular logins and submission of assessment tasks.

We will:

- contact you if you have not logged on within 2 weeks of the program commencement date and if you have not submitted one assessment task within 30 days of your course commencement.
- Withdraw you from your studies if you do not log in regularly e.g., at least every four weeks, or do not respond to 3 contact attempts by our administration team or your trainer/assessor.

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 utilises a variety of assessment methods. These include:

- Question banks and other written tasks
- Case study analysis
- Role-plays / simulations for therapeutic and clinical skills

All trainers and assessors delivering online programs at OHV are experienced in online facilitation and undertake regular professional development.