

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

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## STUDENT SUPPORT

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

### Trainers/Assessors will:

- Be available to respond promptly to queries about learning and assessment via phone and email and will inform students of their individual availability.
- Reply to queries within 48 hours during the working week.
- Provide feedback on assessments within five working days of submission.
- Have a maximum student load of 60 students per full-time trainer/assessor for each course.
- Encourage students to set up peer support groups to assist with establishing collaborative learning opportunities.
- All trainers and assessors delivering blended and online courses possess appropriate skills and competencies and have access to back-of-house technical support.

### Student Coordinators & Administrators will:

- Be available for queries by phone and email between 10.00 a.m. and 4.30 p.m. Monday to Friday
- Reply to queries within 48 hours during business hours
- Expect that students will respond to contacts by OHV within one working day
- Provide helpdesk support for technical and access difficulties via phone and email between 10.00 a.m. and 4.00 p.m. Monday to Friday.

## Support Services

In the event that a student is experiencing personal issues that are affecting their studies, Odyssey Institute encourages students to contact their trainer or Student Coordinators. Odyssey House Victoria offers discreet, personalised and confidential assistance according to meet a broad range of individual needs and can assist students to access professional support and welfare services. Extensive information regarding support agencies, services and resources is available online and a detailed listing of support services is provided in the Odyssey Institute [RTO Student Handbook](#).

## STUDENT ENTRY REQUIREMENTS AND INDUCTION

Whilst courses on Odyssey Institute's Scope of Registration do not specify entry requirements, OHV applies the right to determine a selection process for each qualification.

OHV RTO 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. This includes assessment of Language, Literacy and Numeracy (LLN), level of digital literacy; and eligibility for government supported training.

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.

## MINIMUM HARDWARE, SOFTWARE & INTERNET REQUIREMENTS

Odyssey RTO 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 is highly recommended for the optimal learning experience.

Processor: 2GHz processor

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

**Internet access:** OHV encourages students to use the web browser Google Chrome and avoid using Safari, Firefox, Internet Explorer & Microsoft Edge. Orientation to the OHV student portal and learning environment is provided upon enrolment.

### LEARNING MATERIALS & OPPORTUNITIES

Learning resources are available for students via remote access to the online portal and Student Management System. These include a range of resources and workbooks developed by Odyssey RTO staff as well as additional reference points that are aligned to relevant competencies.

### STUDENT ENGAGEMENT

Odyssey RTO provides learning opportunities through blended and online delivery modes.

Trainers/assessors will:

- contact students within 5 working days of enrolment, and will
- monitor student participation and progress through direct contact and in collaboration with Student Coordinators.

Groups of students are encouraged to attend face-to-face sessions to develop and practice key skills, and for the assessment of simulation and role-play activities.

Face-to-face blended delivery is scheduled for particular cohorts and is supported by online access to learning and assessment resources and references.

Ongoing feedback is provided through:

- Interaction with trainers/assessors in one-to-one informal discussions in response to student initiated contact, trainer / assessor initiated contact, and comments on assessment submissions. This may be facilitated face to face, by phone, skype or other means as negotiated with individual trainers/assessors.
- Interaction with Student Coordinators for technical support, problem solving and other customer service needs.

Students who have not logged on within one (1) month of the course commencement date and who do not re-engage after five (5) attempts at contact by Odyssey Institute staff, will be deemed to have withdrawn. Students may apply for deferment.

### MODES AND METHODS OF ASSESSMENT

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

- Written responses to questions and reports of research carried out
- Case study analysis
- Video recorded role-plays / simulations
- Observation and Third Party Reports