Online Course Delivery Policy

Policy Category	Policy
Review	3 years from the date of approval
Policy Code	AP041
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1. PURPOSE

Australian National Institute of Management and Commerce (IMC) is committed to providing a range of educational opportunities. IMC recognises that online course delivery is an option that may provide access for students who might otherwise not have an opportunity to pursue higher education by physically attending a campus. This policy provides guiding principles relating specifically to online course delivery. This policy outlines the general principles that ensure IMC's standards and quality assurance are maintained and that there is compliance with laws and regulatory obligations. These include the *ESOS Act* and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* as well as requirements of the *Higher Education Standards Framework (Threshold Standards) 2021*.

2. SCOPE

This policy applies to academic and administrative staff involved with the development, delivery and administration of online courses. It is also relevant to students who may currently participate in online study or intend to do so in the future.

3. DEFINITIONS

Online delivery is where course delivery, including communication, learning activities, academic support, resources and assessment occurs exclusively or primarily online.

Mode of delivery is the way a unit or course is delivered and may include face-to-face, online, or a combination of those modes.

4. PRINCIPLES

4.1 Key principles that underpin online course delivery

- Students must be provided with an opportunity to achieve unit or course learning outcomes.
- There must be assurance that unit or course learning outcomes have been achieved.
- Learning outcomes, teaching and learning activities and assessment must be consistent with AQF level requirements and professional accreditation requirements.
- Communication must be open and accessible to all students undertaking online units and courses.

4.2 Achievement of Learning Outcomes

It is essential that course development, teaching, learning and assessment activities are designed to:
- Be accessible and effective communication free of barriers;
- Maintain staff-to-student and student-to-student contact;
- Provide guidance on how students can meet unit and course learning outcomes;
- Maintain student engagement and interaction;
- Monitor student engagement and provide assurance that required learning is being undertaken and learning outcomes achieved;
- Monitor student progression;
- Enable quality assurance mechanisms, including how to review, measure and improve student outcomes.

4.3 Resources

Online delivery is facilitated by:
- Students having a sound computer and internet connection that enables access to learning materials and resources and allows participation in all learning activities, including assessment tasks. This is a condition of enrolment, and this essential requirement must be communicated to students before enrolment.
- The provision of facilities and resources to mitigate any technological barriers to teaching, learning and assessment activities, including a ready and easily accessible contact point for help with technology and IT issues.
- The provision of a wide range of student resources that facilitate a flexible study approach, assist with student engagement and help students achieve success. Available resources will include a learning management system that facilitates communication, and provides access to unit learning materials and learning modules – e.g. modules on orientation, technology skills and academic integrity. Other resources will include online access to the library collection and research databases; access to software needed for study such as Microsoft products and statistical packages, and access to support services.

4.4 Staff

In order to ensure teaching and learning success, it is essential that staff:
- Are supported in delivering courses online;
- Undergo regular training and education to ensure knowledge and skills are current and fit for the purpose of providing the most effective online delivery;
- Have access to adequate resources, tools and technological support for online delivery;

- Maintain peer-to-peer interaction and seek assistance from other staff where necessary.

4.5 Student well-being

To uphold the highest possible standard of the student experience, IMC will ensure:
- Measures are taken to mitigate the risk of social isolation that is often inherent in online course delivery;
- Students are provided with support including academic, language and welfare support services;
- There is provision for peer-to-peer and student-to-staff interaction;
- Students and staff maintain a mutually respectful online learning environment free of harassment or discrimination;
- Students have access to complaints and grievances facilities that can be easily accessed in an online format;
- Student feedback on course delivery, learning materials, assessment and the student experience is sought regularly, and changes based upon the feedback are implemented;
- Students studying online have reasonable opportunities for representation on appropriate IMC committees.

4.6 Academic Integrity

Measures must be taken to ensure academic integrity with online course delivery including:
- Compulsory student education and training on academic integrity and what constitutes student misconduct, with a particular focus on online learning activities and assessment tasks;
- Staff training on risks inherent in online delivery and measures to mitigate those risks;
- Rigorous monitoring that addresses the risk of misconduct including cheating and plagiarism;
- Development of examinations and assessments tasks that are fit for purpose in an online environment;
- Effective moderation of learning outcomes and assessment;
- Processes that ensure academic integrity of assessments, such as online supervision services.

5. RELATED DOCUMENTS

i. Student Academic Integrity Policy
ii. Examination Policy and Procedures
iii. Assessment Policy and Procedure (Coursework)
iv. Moderation Policy and Procedure
v. Student Complaints and Appeals Policy and Procedure
vi. Course and Unit Development Policy
vii. Bullying Harassment and Discrimination Prevention Policy and Procedure
viii. Code of Conduct for Students

6. Version Control

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