



MODES OF DELIVERY POLICY

1. Applicable Standards

National Code of Practice for Providers of Education and Training to Overseas Students 2018; Clause: 8.18 – 8.22.2

2. Overview

This Policy sits within the Training and Assessment Phase of the Student Journey.

3. Purpose

The purpose of this Policy is to provide guidance to accepted students, intending overseas students and overseas students on the format of delivery of qualifications by the AMA College.

4. Definitions

In this Policy, the below term has the same meaning as defined in the Education Services for Overseas Students Act 2000.

Accepted student means an AMA College student (whether within or outside Australia):

- (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and
- (b) who is, or will be, required to hold a student visa to undertake or continue the course.

In this Policy, these terms have the same meaning as defined in the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Distance learning means any learning that an overseas student undertakes off campus and does not require an overseas student on a student visa to physically attend regular tuition for the course on campus at the provider's registered location.

Online learning means study where the teacher and overseas student primarily communicate through digital media, technology-based tools and IT networks and does not require the overseas student to attend scheduled classes or maintain contact hours. For the purposes of the Education Services for Overseas Students framework, online learning does not include the provision of online lectures, tuition or other resources that supplement scheduled classes or contact hours.

In this Policy, this term has the same meaning as defined in the Fact Sheet; Deferring, suspending or cancelling the overseas student's enrolment.



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Compassionate or compelling circumstances means those that are generally beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

5. Policy

5.1 AMA College will deliver qualifications through face-to-face classroom-based learning for all of its suite of qualifications. Classroom based learning will be supported by group workshops/tutorials, individualised support and recognition of prior learning (RPL). This combination allows for consideration of each accepted student's experience, readiness, orientation and motivation for learning.

5.2 Qualification specific information, including content and duration, modes of study and assessment methods will be provided to intending overseas students in the AMA College Prospectus and the AMA College Student Handbook.

5.3 Accepted students will be provided with their timetable during student orientation, which will include tailored information on:

- The schedule, location and contact hours of training delivery.
- Student support in relation to the identification of, response and response to, the need for additional training support.



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- Recording mechanisms for student contact.
- When and where applicable, the provision of supplementary online lectures, tuition or other resources.

5.4 Should an accepted student be affected by compassionate or compelling circumstances which require their return to their home country for a period of less than 14 days, AMA College is able to initiate a Personalised Study Plan for the period of their absence.

The Personalised Study Plan and period of absence must be approved by the Student Support Manager. The Personalised Study Plan will record the classroom learning which the accepted student will be absent from and through direct support from their AMA College Trainer/Assessor, develop a learning pathway for both their period of absence and initial return to Australia.

5.5 AMA College does not offer distance or on-line learning options however anticipates that these modes of delivery may be offered with 3-5 years of initial registration. Should this occur, AMA College will:

- ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
- take all reasonable steps to support overseas students who may be disadvantaged by;
 - additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning, and
 - an inability to access the resources and community offered by AMA College, or opportunities for engaging with other overseas students while undertaking online or distance learning.

When distance and on-line delivery is offered, AMA College will not:

- deliver a qualification exclusively by online or distance learning.
- deliver more than one-third of the units (or equivalent) of a Vocational Education and Training qualification by online or distance learning.

AMA College will ensure that any online or distance learning must be in addition to minimum face-to-face teaching requirements approved by the relevant designated State authority or ESOS agency as part of the registration of the course for ELICOS or foundation programs (if applicable in the future).



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6. Policy Links

This Policy should be read in conjunction with the following AMA College Policies:

- 1.01 Marketing, Advertising and National Logo Usage Policy
- 2.01 Enrolment Policy
- 2.05 Refund Policy
- 3.03 Student Support Policy
- 3.09 Deferment, Suspension & Cancellation Policy
- 4.02 Additional Registration Requirements Policy

7. Policy Documents

- 4.01 Modes of Delivery Procedure

8. Policy Review and Implementation

The Principal Executive Officer (PEO) is accountable for the implementation of this Policy. The General Manager Vocational Education and Training is responsible for the implementation of this Policy, and may delegate responsibilities for elements of this Policy. Where this occurs, this delegation must be recorded within this document. This Policy is to be reviewed on an annual basis, or more frequently as required, with revisions detailed in the section below.

Date of Issue and Revision	Description of Amendment	Reviewed (Quality Manager)	Authorised (General Manager)
July 2018	Initial Registration	Peigi Hinton	Jan Norberger