

General procedure for supporting students impacted by Novel Coronavirus (COVID-19) via online classes

Step 1. If AIBTGlobal is aware of a student who is impacted from NCV 2020 situation (i.e., banned from travelling to Australia, self-quarantining after returning to Australia, etc), AIBTGlobal will offer a student online classes and a special study plan to overcome the impacted period of study.

Step 2. The special study plan must include, but not limited to:

1. Unit(s) of Competency/Level of ELICOS class to be delivered via online classes
2. A timetable of the online classes (that covers the impacted period)
3. Links to the planned online classes including, but not limited to:
 - a. Go-To-Meeting Links
 - b. Moodle Class Links
4. Important contact information regarding classes, assessments and technical support on joining the online classes. These can include:
 - a. Course Coordinator
 - b. Trainers for the units/ Teachers for the ELICOS classes
 - c. IT Helpdesk
 - d. Student Support (HEART services)

AIBTGlobal requests student's consent on undertaking the online classes during the impacted period, in a written format of the study plan and consent form. ("*Online Study Plan & Consent Form*" is attached).

Note 1: *If the online classes will cause the student to reach and/or exceed the maximum of 30% total course online delivery limit, the school must include this detail in the "Online Study Plan & Consent Form". The 30% delivery time includes previously completed online study in the student's course of study. If this occurs, the school needs to make sure the following information is included:*

- *the units' details,*
- *time period running the planned units,*
- *ending time of all online classes for the particular student when 30% of total online delivery has been reached.*

After reaching the 30% of total course online delivery, if the travel restriction is still impacting the student or the student has real difficulty returning to face-to-face training, the situation will fall into the compassionate and compelling ground and suspension/deferment of study will be advised to the student.

Note 2: *If the online classes will cause the student to be unable to attend at least one (1) Unit of Competency face-to-face within a study period, then the school must include this detail in the "Online Study Plan & Consent Form". If the travel restriction is still impacting the student or the student has real difficulty returning to face-to-face training, the situation will fall into the compassionate and compelling ground and suspension/deferment of study will be advised to the student.*

Note 3 (ELICOS only): *If the online classes disrupt the 20 hours minimum face-face scheduled contact hours, then this must be stated in the "Online Study Plan & Consent Form". Contact Head of Quality Assurance: c.dejsakultorn@aibtglobal.edu.au*

Step 3. After receiving the student’s consent to undertake the online classes, the school will facilitate the online classes and ensure to monitor and keep a record of the student’s attendance to online classes and course progression.

For communication support on advising the procedures to the student, please contact Student Support (HEART services).

For technical support, such as setting up and maintaining Go-To-Meeting online classes for student(s), please contact Student Support (HEART services) at the student’s campus of study and our IT Help Desk.

Version control

Approval and Review	Details
Procedures created by	Student Support and Enrolment Manager Bobby Xu Senior Student Support Coordinator Jerry Wang Assistant Head of Quality Assurance Adrian Noppe
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