



Considerations for student support strategies for online students

These considerations can guide you, your trainers and assessors, and other support staff as you develop student support strategies for online students. They can help you comply with regulatory and legislative requirements and encourage best practice.

The list notes specific issues relating to students participating in online delivery and should be used in conjunction with the checklists for pre and during enrolment support.

Completing this list does not guarantee compliance; it is the actions that follow that will determine that.

		<i>Tick when actioned or if N/A</i>
Consideration Your training and assessment strategies and practices allow online students sufficient breaks in screen time.		
Action required		
Consideration You have processes in place for regular one-on-one contact with online students and teaching staff or support staff.		
Action required		
Consideration Your online students have been assessed for: <ul style="list-style-type: none">• suitable digital literacy, and• access to required technology and resources to complete online training and assessment.		
Action required		

Consideration

You have processes in place to ensure online students have access to all relevant information on the provider and their course. Online students should have the same access to this information as students who attend in-person.

Action required

Consideration

You have an online system that records course progress. You gather data from this report frequently to ensure early intervention for an online student.

Action required

Consideration

You have sourced local support services that can provide additional support to an online student.

Action required