Institute for Quality

Understanding my Digital Learning Journey

2026-2027

Digital Learning as the Mode of Study on the IQ Digital Campus

Studying through the IQ Digital Campus provides a flexible, modern, and fully supported learning experience. Our digital learning model is designed to help you succeed through independent study, self-paced learning, and high-quality digital resources, including structured video lessons, animations, interactive quizzes, and guided assessments.
The information below explains how your digital learning journey unfolds from enrolment to completion.

1. Enrolment

Your learning journey begins with a simple online or in-person enrolment into your chosen qualification.
Once your registration is complete and your payment is processed:

- Your learner profile is created
- Your Digital Campus access is activated
- You receive your login details
- You receive your provisional Training Plan
- You are guided on how to begin your programme

This marks the official start of your academic journey with IQ.

2. Induction Programme

All learners must attend the **compulsory Induction Programme**, which prepares and orients you before academic activities begin. During induction, you will be introduced to the structure, expectations, and support systems of your qualification.

a. Programme Structure

You will gain a clear understanding of the three core components of your qualification:

- **Theory Modules**
- **Practical Modules**
- **Workplace Modules**

You will also learn what is expected in each component and how your progress will be measured.

b. Policies and Procedures

During induction, you will be introduced to key institutional policies, including:

- Learner Code of Conduct
- Attendance and participation requirements

- Assessment and re-assessment procedures
- Submission deadlines
- All applicable IQ policies and procedures
- Rules for using the Digital Campus

c. Course Outcomes

You will be provided with:

- A clear overview of the exit outcomes, skills, and competencies you will gain
- Detailed expectations for each module so you know exactly what is required for successful completion

d. Training Plan

Every learner receives a **personalised Training Plan**, which outlines:

- A complete overview of your academic year
- Module start and end dates
- Expected timeframes for each module
- Practical and workplace components
- Assessment periods and deadlines

This plan acts as your roadmap and helps you stay organised and on track.

e. Support Structures

The induction will introduce you to the full support system available to you, including:

- **Your Programme Mentor**, who provides non-academic guidance and helps you navigate the digital learning environment
- The **support helpdesk**
- Study tips, platform guidance, and system navigation
- Information on how to request assistance at any time

3. Expectations of Digital Campus Study

All theory and practical demonstration content is delivered through high-quality video lessons and animated explanations. This allows you to study **anytime, anywhere**, and at a pace that suits your lifestyle.

How You Learn on the Digital Campus

1. **Watch the digital lessons for each section**
   Lessons include animations, demonstrations, examples, and guided explanations.
2. **Complete the Section Quiz**
   Each lesson is followed by a short quiz to check your understanding.

3. **Progression is performance-based**
   You must pass the quiz to unlock the next section. This ensures that you master each concept before moving forward.
4. **Follow your Training Plan**
   You will progress through:
   - o Theory lessons
   - o Practical tasks (where applicable)
   - o Workplace modules (where applicable)
   - o Final formative assessments
5. **Assessments follow learning**
   Once a module's content is completed, you will receive instructions on submitting tasks, workplace evidence, or preparing for your formal assessments.

Independent Digital Study

The Digital Campus model does not include a daily classroom teacher. Instead, you study independently with full access to support when you need it. This means:

- You manage your own learning pace
- You may rewatch lessons as often as necessary
- You take responsibility for meeting your deadlines

This approach builds confidence, discipline, and independence—qualities valued by employers.

Programme Mentor Support

Although learning is self-paced, you are **never alone**. Every learner is assigned a Programme Mentor who:

- Assists with platform navigation
- Answers administrative and general queries
- Monitors your progress throughout the programme
- Sends reminders, tips, and support messages
- Provides guidance if you fall behind

Your mentor is your primary support person and will help you stay motivated and on track.

4. Completion of Modules and Assessments

Once you complete all required lessons and quizzes for a module:

- You submit all practical or workplace evidence (if applicable)
- You complete all scheduled assessments
- You continue to the next module

You progress systematically through each module until all components of your qualification are successfully completed.

5. Technical Requirements and Access Support

To successfully access and engage with the IQ Digital Campus, every learner must ensure they have the appropriate technical setup. The platform is designed for smooth, uninterrupted learning, provided minimum requirements are met.

a. Minimum Technical Requirements

To study effectively, you will need:

- A smartphone, tablet, laptop, or desktop computer
- A stable internet connection (Wi-Fi or mobile data)
- A modern web browser (Chrome, Firefox, Edge, or Safari)
- Sufficient data to stream short video lessons
- A working camera for online assessments
- Audio capability (speakers or earphones)

b. Access Support

IQ provides dedicated support to ensure that learners can access and navigate the Digital Campus with ease:

- Assistance with login or password recovery
- Guidance on platform features
- Troubleshooting support for device or access queries
- Helpdesk ticketing system for fast, documented resolution

Support is available via the student helpdesk, email, or through your Programme Mentor.

6. Digital Campus Features

The IQ Digital Campus includes several modern learning tools designed to enhance your study experience and support you throughout your qualification. Key features include:

- 24/7 access to all learning content
- High-quality animated and video lessons
- Downloadable learner guides and digital workbooks
- Built-in quizzes to assess your understanding
- Progress tracking dashboards to monitor your advancement
- Automated reminders for deadlines, assessments, and upcoming tasks
- Helpdesk ticketing system for technical and administrative support
- Discussion forums or FAQ sections for common questions
- Bookmarking capabilities to mark important lessons

- Unlimited rewatching of lessons to reinforce your learning

These features ensure that every learner has the tools needed to study independently while still feeling supported and guided.

7. Learner Responsibilities

Success on the IQ Digital Campus relies on personal accountability and active participation. Each learner must commit to the responsibilities below to maintain progress, quality standards, and effective communication:

- Log in regularly to stay updated with lessons, announcements, and deadlines.
- Follow your Training Plan and manage your study time responsibly.
- Complete all quizzes, activities, and assessments on time.
- Request assistance early when facing academic, technical, or personal challenges.
- Ensure your device, internet connection, and learning tools are functional.
- Maintain academic integrity—no cheating, plagiarism, or sharing of answers.
- Meet all workplace-based learning (WIL) requirements, including attendance, logbook completion, and submission of evidence.
- Check messages, emails, and notifications daily.
- Upload correct, clear, and complete evidence as required.
- Participate in compulsory induction, orientation, and support sessions.
- Respect all Digital Campus policies, procedures, and deadlines.
- Track your progress using the platform's indicators and alerts.
- Communicate respectfully with all staff, mentors, and workplace supervisors.
- Keep your personal information up to date and inform IQ of changes that may impact your studies.
- Protect your login credentials and never share your account information.

Fulfilling these responsibilities strengthens your independence, ensures programme compliance, and reduces unnecessary delays throughout your qualification.

8. Communication Channels and Turnaround Times

Learners are encouraged to use the appropriate communication channels for support:

Programme Mentor – General guidance, progress support, non-academic queries

Helpdesk / Support Ticketing System – Technical issues, login problems, access queries

Administration Office – Registration matters, documents, personal information updates

Academic Support (where provided) – Assessment guidance, module-related questions

IQ is committed to responding to learner queries within reasonable turnaround times, ensuring efficient support throughout your studies.

9. Digital Assessment Process

(To be read in line with the official Assessment Policy)

All assessments on the IQ Digital Campus follow a controlled, secure, and transparent process to ensure fairness and authenticity.

a. Theory Assessments

- Assessment dates and times will be provided in advance.
- Learners log into the Digital Campus and access the assessment portal.
- Cameras must be on throughout the assessment for proctoring and authenticity verification.
- Once completed, learners click the **Submit** button to finalise their assessment.
- The assessor downloads, marks, and records the assessment.
- Results, including remediation (where required), are provided within **14 days**.
- Learners who do not achieve the minimum pass mark will be granted a rewrite opportunity.

b. Practical Assessments

- All practical tasks must be completed and recorded in the Practical Workbook.
- When a demonstration is required, learners must include a video recording or video link as evidence.
- Practical assessments are conducted at the workplace in an **in-camera session** with the programme assessor.

10. Summative/EISA Readiness Requirements

After completing all modules and submitting all required evidence:

1. The Programme Mentor verifies that your workbooks and assessments are complete.
2. You will receive a formal letter confirming readiness for the External Integrated Summative Assessment (EISA).
3. IQ will provide an EISA preparation session to help you revise and understand what to expect.
4. As the EISA is an external exam scheduled by the QCTO, waiting periods may apply; learners will be kept informed.
5. IQ accredited sites serve as assessment centres. If you are not near an IQ centre, you must write at the nearest approved venue.

6. Some centres charge a venue fee—this cost is not included in your course fees and must be covered by the learner.