

# FedUni VET – Online Service Standards

The following online service standards apply to all VET training that is delivered online, regardless of whether that training delivered in part or wholly online. As such, the online delivery standards apply when a technology platform is used as a means of delivering training. Please note that this does not include instances where the platform has been used to store/share electronic documents only (Department of Education and Training, 2017).

## Student Support

FedUni VET will provide the following support to students studying any aspect of their course online:

### Teachers:

- Will be available for queries about learning and assessment by phone, email and online chat as published on the relevant course Moodle Shell. This is the University's online Learning Management System.
- Will endeavour to reply to queries within one working day and assessment will be returned within two weeks as specified in the VET Assessment procedure.

### Administrative Support:

Student HQ opening hours:

- Phone and on campus support hours are between 9.00am and 5.00pm Monday to Friday.
- Enquiries can also be lodged via online at any time at <https://federation.edu.au/askfeduni> . Depending on the complexity of the enquiry you can expect a response within 48 hours and resolution within 4 working days.

### IT support helpdesk for technical queries:

- <https://federation.service-now.com/sp> and <https://federation.edu.au/current-students/assistance-support-and-services/information-technology-it-help>
- Will be available via phone, email and online chat between 10.00am and 4.00pm Monday to Friday and between 10.00am and 2.00pm on Saturday and Sunday.
- Will endeavour to reply to queries within 48 hours.

### Support services:

- The counselling service is available by appointment between 9.00 am and 4.00 pm Monday to Friday,
- The Library is available to online students and is open between:
  - SMB campus: 9.00am to 5.00pm Monday to Friday, and closed on Saturday and Sunday
  - Mt Helen campus: 8.30am to 8.00pm Monday to Thursday, Friday 8.30 am to 5.00pm, and Saturday/Sunday 1.00 pm to 5.00 pm.
  - The online library is available anytime at: <https://federation.edu.au/library>

# FedUni VET – Online Service Standards

## Student Entry Requirements and Induction

FedUni VET conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, a review of an applicant's digital capability is included by:

- Having the applicant answer a series of questions which identify digital capability at either Novice, Capable or Advanced levels.
- Ensuring a student applying for the program is digitally capable to undertake online study.
- Reviewing the reading, writing and numeracy abilities of the student, and providing feedback that is aligned to the Australian Core Skills Framework (ACSF). This feedback will also indicate types of support that are available to the applicant, if necessary.

FedUni VET uses a learning management system (LMS) called Moodle for online course delivery. Details of platform are provided as part of the enrolment induction process.

<http://studyskills.federation.edu.au/moodle/>

The following are the minimum information technology requirements to enable optimal access to the LMS:

- A device with a minimum of 8GB memory and 1.5 GHz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above

Web-based content is available on hand held devices including mobile phones and tablets.

An introductory module and FAQs on the LMS can be found at

<https://federation.edu.au/current-students/starting-at-feduni/minimum-it-requirements-for-studying-online>.

Further information is available at: <http://studyskills.federation.edu.au/technology/getting-started1/>

## Learning Materials

FedUni VET ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio

For further information, refer to Blended On-Line Digital (BOLD) Delivery Mode Standards:

<https://federation.edu.au/staff/learning-and-teaching/curriculum-quality/institutional-standards-frameworks/bold-learning>

Web Content Accessibility – Moodle contains checking functionality

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## Student Engagement

FedUni VET provides an online learning experience that is engaging and interactive. Participation is monitored to ensure that students continue to progress through their course.

Collaborative learning opportunities will be provided so that students can interact with peers, through:

- Discussion forums
- Webinars

Ongoing feedback will be provided to students as they study through:

- Interaction with teachers in informal discussion forums
- In response to individual queries and in relation to tasks being completed

Contact will be made with students who have not logged on to Moodle within four weeks of the course commencement, and have not engaged in any other delivery method. Students subsequently may be withdrawn from a unit or course.

For further information refer to the University procedure: Enrolment Withdrawal (TAFE) Procedure Policy Code: SS1029.

[http://policy.federation.edu.au/student\\_services\\_and\\_administration/enrolment/enrolments/ch1.pdf](http://policy.federation.edu.au/student_services_and_administration/enrolment/enrolments/ch1.pdf)

## Mode and Method of Assessment

Dependent on the unit/module requirements, different types of assessment methods may be used for each unit of competency.

Forms of assessment may include:

- Knowledge assessment
- Project assessment
- Practical skills assessment

Where students are asked to demonstrate competency in practical skills, a range of technologies will be used.

As per the University VET Assessment procedure Policy Code: LT1241, students will be provided with documented feedback on their performance within two weeks of assessment submission.

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## Trainers and Assessors

All trainers and assessors delivering online courses at FedUni TAFE are experienced in online delivery and have undertaken professional development in online delivery in line with the FedUni TAFE annual Professional Development Program and the BOLD courses offered through the University as listed below. Other development may also include:

- Informal professional development
- Formal qualifications in online training
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement
- Learning in a BOLD environment
- Assessment in a BOLD environment
- Designing for a BOLD environment
- Teaching in a BOLD environment
- Monitoring in a BOLD environment
- Reviewing and enhancing BOLD Learning and Teaching practices