

# Online service standards

If you deliver online training and assessment, you must publish your online service standards in a prominent place on your website. These are the minimum items of information that must be included in your standards (as prescribed under CN 2022-20).

Prescribed information	Rationale
<b>Student support</b> , including: <ul style="list-style-type: none"> <li>details of how and when students can contact teachers, trainers, assessors, administration staff, information technology staff, and any other key staff and response times</li> <li>support services and how students studying online can access them.</li> </ul>	<p>Students are supported throughout their study and have clear information about how to access this support.</p>
<b>Student entry requirements and induction</b> , including: <ul style="list-style-type: none"> <li>confirmation of their digital literacy</li> <li>platforms needed to access learning materials and resources</li> <li>the minimum hardware and software requirements.</li> </ul>	<p>Students are only enrolled in programs that are suitable and appropriate.</p> <p>Students are aware of the minimum requirements they must meet to be able to participate in the program.</p>
<b>Learning materials</b> , including: <ul style="list-style-type: none"> <li>how learning materials are presented to students to optimise their learning experience</li> <li>how you've met the high-level principles of the Web Content Accessibility Guidelines.</li> </ul>	<p>Learning materials cover all aspects of a subject and give students all the information they need to achieve competency.</p> <p>Learning materials are accessible to a wide variety of learners.</p>
<b>Student engagement</b> , including: <ul style="list-style-type: none"> <li>providing students with collaborative learning opportunities with their peers and others</li> <li>providing students with ongoing feedback – setting out your approach, how feedback will be given and how frequently</li> <li>how you respond to student inactivity or non-participation.</li> </ul>	<p>Students are engaged in their online learning and monitored to ensure they continually progress through their program.</p>
<b>Mode and method of assessments</b> , including the: <ul style="list-style-type: none"> <li>forms of assessment used</li> <li>tools and technology used to assess practical skills.</li> </ul>	<p>Students are assessed against all aspects of a subject and their practical skills are assessed using contemporary technology.</p>
Details of <b>Skills First teacher skill and experience in online delivery</b> , including their relevant qualifications and professional development.	<p>Skills First teachers are skilled in online facilitation.</p> <p>Skills First teachers have current qualifications or have completed professional development so they can deliver an engaging learning experience.</p>

# Example online service standards

Sample only – your standards must reflect actual practice

XYZ Training – Online Service Standards	
We are committed to providing a quality online learning experience. These service standards explain how we support students doing online training.	
Student support	<p><b>Skills First teachers</b></p> <ul style="list-style-type: none"> <li>Available for learning/assessment queries by phone, email, online chat between 2:00pm and 4:00pm Monday to Friday, for the duration of the program/subject.</li> <li>Will reply to queries within 24 hours and return assessments within 7 days.</li> <li>There will be a maximum of 20 students to each trainer/assessor.</li> </ul> <p><b>Administrative support</b></p> <ul style="list-style-type: none"> <li>Available by phone and email between 9:00am and 5:00pm Monday to Friday.</li> <li>Will reply to queries within 48 hours.</li> </ul> <p><b>IT support helpdesk</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Will reply to queries within 48 hours.</li> </ul> <p><b>Support services</b></p> <ul style="list-style-type: none"> <li>Counselling service available by appointment between 9:00am and 5:00pm Monday to Friday, in person or via video conference.</li> </ul> <p><b>Library services</b></p> <ul style="list-style-type: none"> <li>Campus library is available between 8:00am and 6:00pm Monday to Friday and between 9:00am and 1:00pm on Saturday and Sunday.</li> <li>Online library available anytime at <a href="http://www.xyzexample.com">www.xyzexample.com</a>.</li> </ul>
Student entry requirements and induction	<p>We do a comprehensive pre-training review for all prospective students to decide whether a program is suitable and appropriate for your individual needs, including:</p> <ul style="list-style-type: none"> <li>assessing your digital literacy by asking you to do a self-assessment quiz</li> <li>discussing the quiz outcomes and recommending whether the program is suitable for you and identifying additional support where required.</li> </ul> <p>We use a learning management system (LMS). For optimal access you will need these minimum information technology requirements:</p> <ul style="list-style-type: none"> <li>a device with a minimum of 8GB memory and 1.5Ghz processor</li> <li>Microsoft Windows 8 and above or Mac OS version 10 and above.</li> </ul> <p>Web-based content is available on hand-held devices including mobile phones and tablets.</p> <p>An introductory module and FAQs on the LMS can be found at <a href="http://www.xyzexample.com">www.xyzexample.com</a>.</p>

## XYZ Training – Online Service Standards

<b>Learning materials</b>	<p>Our learning materials used in online training are interactive and in a variety of formats, including:</p> <ul style="list-style-type: none"> <li>• guided content</li> <li>• graphics</li> <li>• video</li> <li>• audio</li> <li>• interaction through discussion forums and webinars.</li> </ul> <p>We apply the principles of the Web Content Accessibility Guidelines to our learning materials by making them perceivable, operable, understandable and robust.</p>
<b>Student engagement</b>	<p>We offer an online learning experience that is engaging and interactive. We will monitor your participation and support you to progress through your program.</p> <p>We provide collaborative learning opportunities so that you can interact with peers, through</p> <ul style="list-style-type: none"> <li>• discussion forums</li> <li>• webinars.</li> </ul> <p>We'll give ongoing feedback through:</p> <ul style="list-style-type: none"> <li>• interaction with trainers/assessors in informal discussion forums</li> <li>• in response to individual queries and in relation to the tasks you complete.</li> </ul> <p>We will contact you if you have not logged on within 2 weeks of the program commencement date.</p> <p>You will be deemed to have withdrawn from the program if you:</p> <ul style="list-style-type: none"> <li>• have not logged on within 4 weeks of the program commencement date; and</li> <li>• after making five attempts at contact, you do not reengage with us.</li> </ul>
<b>Mode and method of assessment</b>	<p>We will use a minimum of two forms of assessment for each subject, including:</p> <ul style="list-style-type: none"> <li>• knowledge questions</li> <li>• projects</li> <li>• case studies</li> <li>• demonstration of practical skills.</li> </ul> <p>We will use video technology to assess practical skills.</p>
<b>Skills First teacher skill and experience in online delivery</b>	<p>All trainers and assessors delivering our online programs are experienced and qualified in online delivery. They:</p> <ul style="list-style-type: none"> <li>• hold formal qualifications in online training</li> <li>• participate in a staff reference group that shares ideas for improvement.</li> </ul>