

Contract Notification

CN No.	2017-10	Date:	12 April 2017
To:	Chief Executive Officer or equivalent		
Purpose:	Outline information to identify minimum content for online service standards		
Scope:	2017 Restricted VET Funding Contract 2017 VET Funding Contract - Non-Victorian based RTO delivering to a National Enterprise 2017 VET Funding Contract (TAFE) 2017 VET Funding Contract (Dual Sector)		
Subject:	Online service standards		

Purpose

- This Contract Notification is to notify training providers of the Department's prescribed online service standards as required in Clause 1.5 (d) of Schedule 1 of the 2017 VET Funding Contracts.
- These standards aim to assure the quality of online delivery of training and assessment within Victoria's training and TAFE system.

Background

- Through the *Skills First* program, the Victorian Government is committed to providing high quality training that aligns with industry and community demands and workforce needs. *Skills First* sets a high benchmark for training quality, and is aimed at supporting the courses that are most likely to lead to improved employment outcomes.
- The VET Funding Review recommended that standards for online learning be incorporated within provider contracts with the aim of improving quality.
- Clause 1.5 (d) of Schedule 1 of the 2017 VET Funding Contract states that a training provider must publish in a prominent place on its website its online service standards as prescribed by the Department from time to time.
- To help inform and develop initial online service standards the Department engaged key online delivery providers and canvassed best practice guidelines.
- The Department requires online service standards to include, at minimum, information outlined at **Attachment 1**. The Department has prescribed the items to be included, but has not prescribed specific benchmarks for compliance, recognising that this may vary depending on the course or type of provider.
- The Department has provided examples and additional information as an illustration of compliance. The examples are not intended as mandatory services and instead are provided as examples.

Critical information

- This Contract Notification is effective from 1 July 2017.

Lee Watts

A/Deputy Secretary
Higher Education and Skills Group

Attachment 1: Online Service Standards

PRESCRIBED REQUIREMENTS FOR ONLINE SERVICE STANDARDS	
<p>The following are the minimum prescribed items that Training Providers must include in their online service standards. These online service standards must be published in a prominent place on the Training Provider's website.</p>	
PRESCRIBED ITEM TO BE ADDRESSED	RATIONALE
<p>1. Student support, including:</p> <ul style="list-style-type: none"> • Details of how and when Teacher/trainer/assessors, administration staff, information technology staff, and any other key staff can be contacted by students and response times for queries. • Support services available and how they can be accessed by students studying online. 	<p>Students are supported throughout their study and have clear information about how to access this support.</p>
<p>2. Student entry requirements and induction, including:</p> <ul style="list-style-type: none"> • Confirmation of digital literacy. • Details of platform/s to access learning materials and resources. • Minimum hardware and software requirements. 	<p>Students are only enrolled in courses that are suitable and appropriate.</p> <p>Students are aware of the minimum requirements to be able to participate in the course.</p>
<p>3. Learning materials, including</p> <ul style="list-style-type: none"> • Various formats to optimise the learning experience. • How the high level principles of the Web Content Accessibility Guidelines are met. 	<p>Learning materials cover all aspects of a unit of competency and all necessary information to enable competency to be achieved.</p> <p>Learning materials are accessible to a wide variety of learners.</p>
<p>4. Student engagement, including</p> <ul style="list-style-type: none"> • Provision of collaborative learning opportunities with peers and others. • Provision of ongoing feedback – the Training Provider's approach to collecting feedback and frequency. • Monitoring of student activity or non-participation. 	<p>Students are engaged in learning and monitored to ensure they continually progress through their program.</p>
<p>5. Mode and method of assessments utilised, including:</p> <ul style="list-style-type: none"> • Forms of assessment used. • Tools and technology used to facilitate assessment of practical skills. 	<p>Students are assessed against all aspects of a unit of competency and practical skills are assessed using contemporary technology.</p>
<p>6. Details of trainer and assessor skill and experience in online delivery, including</p> <ul style="list-style-type: none"> • Relevant qualifications and professional development. 	<p>Trainers and assessors are skilled in online facilitation and have current qualifications or have completed professional development to enable them to deliver an engaging learning experience.</p>

EXAMPLE ONLY – PROVIDED FOR ILLUSTRATIVE PURPOSES

EACH TRAINING PROVIDER'S ONLINE SERVICE STANDARDS MUST REFLECT ACTUAL PRACTICE

XYZ TRAINING – ONLINE SERVICE STANDARDS

XYZ Training offers a range of courses that can be delivered party or wholly online. XYZ Training is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

XYZ Training will provide the following support to students studying any aspect of their course online:

Trainers/assessors

- Will be available for queries about learning and assessment by phone, email and online chat between 2:00pm and 4:00pm Monday to Friday for the duration of the course/module.
- Will reply to queries within 24 hours and assessment will be returned within 7 days.
- There will be a maximum of xx students to each trainer/assessor for each course

Administrative Support

- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours

IT support helpdesk for technical queries

- 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 reply to queries within 48 hours

Support services

- Counselling service available by appointment between 9:00am and 5:00pm Monday to Friday, in person or via video conference.
- Library on campus is available to online students and is open between 8:00am and 6:00pm Monday to Friday and between 9:00am and 1:00pm on Saturday and Sunday. Online library is available anytime at www.library.edu.au.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

XYZ Training 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, we will include assessment of your level of digital literacy, by:

- Asking you to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required.

XYZ Training uses a learning management system (LMS) for online course delivery.

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

- A device with a minimum of 8GB memory and 1.5Ghz 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 www.learn.edu.au.

LEARNING MATERIALS

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

- Guided content
- Graphics
- Video

EXAMPLE ONLY – PROVIDED FOR ILLUSTRATIVE PURPOSES

EACH TRAINING PROVIDER'S ONLINE SERVICE STANDARDS MUST REFLECT ACTUAL PRACTICE

- Audio
- Interaction through discussion forums and webinars

STUDENT ENGAGEMENT

XYZ Training provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

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

- discussion forums
- webinars.

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to tasks you complete

We will contact students who have not logged on within 2 months of the course commencement date.

Students who have not logged on within 2 months of the course commencement date that do not reengage after 5 attempts at contact will be deemed to have withdrawn from the course.

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each unit of competency.

Forms of assessment will include:

- knowledge questions
- projects
- case studies
- demonstration of practical skills.

Where students are asked to demonstrate competency in practical skills, video technology will be used.

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at XYZ Training are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- formal qualifications in online training
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.

Online Delivery Restriction List

The Online Delivery Restriction List is the section of the Funded Courses Report that identifies specific courses and qualifications that have restrictions in relation to online delivery.

The Department will not fund courses offered wholly online (100%) if the qualification is listed on the Online Delivery Restriction List or any other qualification delivered as an Apprenticeship.

Certificate II in Arboriculture	Certificate II in Telecommunications Network Build and Operate	Certificate III in Civil Construction
Certificate III in Arboriculture	Certificate II in Telecommunications Technology	Certificate III in Civil Foundations
Certificate III in Concreting	Certificate III in Telecommunications Digital Reception Technology	Certificate III in Trenchless Technology
Certificate III in Demolition	Certificate III in Telecommunications Rigging Installation	Certificate III in Driving Operations
Certificate III in Dogging	Certificate III in Telecommunications Network Build and Operate	Certificate III in Mobile Crane Operations
Certificate III in Rigging	Certificate III in Telecommunications Rigging Installation	Certificate III in Tram or Light Rail Infrastructure
Certificate III in Scaffolding	Certificate III in Telecommunications Technology	Certificate IV in Mobile Crane Operations
Certificate III in Construction Crane Operations	Certificate II in Engineering - Production Technology	Certificate IV in Driving Operations
Certificate III in Live Production and Services	Certificate III in Engineering - Production Systems	Certificate II in Gas Supply Industry Operations
Certificate IV in Live Production and Technical Services	Certificate III in Dry Cleaning Operations	Certificate III in Gas Supply Industry Operations
Certificate IV in Music Industry	PMA30116 Certificate III in Process Plant Operations	Certificate IV in Gas Supply Industry Operations
Certificate IV in Broadcast Technology	Certificate IV in Process Plant Technology	Certificate III in ESI Generation - Operations
Diploma of Live Production and Technical Services	Certificate II in Civil Construction	Certificate IV in ESI Generation - Operations
Advanced Diploma of Live Production and Management Services	Certificate III in Surface Extraction Operations	Certificate III in ESI - Power Systems - Transmission Overhead
Certificate II in Timber Truss and Frame Design and Manufacture	Certificate III in Civil Construction Plant Operations	Certificate III in ESI - Power Systems - Distribution Overhead
Certificate III in ESI - Power Systems - Rail Traction	Certificate III in ESI - Power Systems - Distribution Cable Jointing	