

Online service standards

Training providers that deliver online training and assessment must publish their online service standards in a prominent place on their website.

These are the minimum items of information that must be included in your online service standards (as prescribed under CN 2021-18).

Prescribed information	Rationale
<p>1. Student support, including:</p> <ul style="list-style-type: none"> details of how and when students can contact teachers, trainers, assessors, administration staff, information technology staff, and any other key staff and response times for their queries the available support services and how students studying online can access them. 	<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 their digital literacy details of the platforms needed to access learning materials and resources the minimum hardware and software requirements. 	<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>
<p>3. Learning materials, including:</p> <ul style="list-style-type: none"> how learning materials are presented to students to optimise their learning experience how you've met the high-level principles of the Web Content Accessibility Guidelines. 	<p>Learning materials cover all aspects of a subject and give students all the necessary information to enable them to achieve competency.</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"> providing students with collaborative learning opportunities with their peers and others providing students with ongoing feedback – setting out your approach, and how feedback will be given and how frequently How you respond to student inactivity or non-participation. 	<p>Students are engaged in their online learning and monitored to ensure they continually progress through their program.</p>
<p>5. Mode and method of assessments, including the:</p> <ul style="list-style-type: none"> forms of assessment used tools and technology used to assess practical skills. 	<p>Students are assessed against all aspects of a subject and their practical skills are assessed using contemporary technology.</p>
<p>6. Details of Skills First Teacher skill and experience in online delivery, including</p> <ul style="list-style-type: none"> 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 to enable them to deliver an engaging learning experience.</p>

Example online service standards

THIS IS AN EXAMPLE FOR ILLUSTRATIVE PURPOSES ONLY. EACH TRAINING PROVIDER'S ONLINE SERVICE STANDARDS MUST REFLECT THEIR ACTUAL PRACTICE.

XYZ TRAINING – ONLINE SERVICE STANDARDS

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

STUDENT SUPPORT

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

- **Skills First Teachers** 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 program/subject.
- Will reply to queries within 24 hours and return assessments to students within 7 days.
- There will be a maximum of 20 students to each trainer/assessor for each program.

Administrative Support

- Available 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

- 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 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 program is suitable and appropriate for their individual needs. This includes an assessment of your digital literacy by:

- asking you to do a self-assessment quiz
- discussing the quiz outcomes and making recommendations about whether the program is suitable for you and identifying additional support where required.

XYZ Training uses a learning management system (LMS) for online program 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
- audio
- interaction through discussion forums and webinars.

The principles of the Web Content Accessibility Guidelines are applied to our learning materials by ensuring that they are: perceivable, operable, understandable and robust.

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 program.

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

- discussion forums
- webinars.

Ongoing feedback will be provided through:

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

We will contact you if you have not logged on within 2 weeks of the program commencement date.

You will be deemed to have withdrawn from the program if you:

- have not logged on within 4 weeks of the program commencement date; and
- after making five attempts at contact, you do not reengage with us.

MODE AND METHOD OF ASSESSMENT

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

Forms of assessment will include:

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

We will use video technology to demonstrate your competency in practical skills.

SKILLS FIRST TEACHERS

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

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