

ONLINE SERVICE STANDARDS

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

These are the minimum items that must be included in online service standards (as prescribed under CN 2020-04).

Prescribed item	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"> How learning materials are presented 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, how feedback will be provided and how frequently. Response to student inactivity 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. <ul style="list-style-type: none"> 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 ONLINE SERVICE STANDARDS

THIS IS AN EXAMPLE FOR ILLUSTRATIVE PURPOSES ONLY. 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. We are 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

- 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 20 students to each trainer/assessor for each course

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 course is suitable and appropriate for their individual needs. This will include assessment of your 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
- 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 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.