

Online Service Standards Policy

Purpose

To ensure a quality learning experience online.

RTO 22215 offers a range of courses that are delivered partly online as a component of a blended delivery model. RTO 22215 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

RTO 22215 will provide the following support to students studying any aspect of their course online:

Trainers and assessors

- Will be available for queries about learning and assessment by phone, email and online chat between 9:00 a.m. and 4:00 p.m. Monday to Friday for the duration of the course.
- Will reply to queries within 24 hours (excluding weekends and public holidays) and assessment will be returned within 7 days.

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 (excluding weekends and public holidays).

IT support helpdesk for technical queries

- Will be available via phone, email and online chat between 9:00am and 4:00pm Monday to Friday.
- Will reply to queries within 48 hours (excluding weekends and public holidays).

Support Services

- Referral to counselling service is available by contacting the Executive Officer by phone or email.
- Assistance with training and assessment tasks is available by attending our classroom in Bendigo 9.00 a.m. to 4.00 p.m. Monday to Friday. Assistance may be in the form of trainer/assessor support and/or use of IT resources including internet. Appointments are preferred.

Student entry requirements and induction

RTO 22215 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, digital literacy and course suitability are assessed through:

- Asking you to undertake an online Language, Literacy and Numeracy (LLN) quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you and identifying additional support where required.

RTO 22215 uses the aNewSpring Learning Management System (LMS) for the online component of course delivery.

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

- A device connected to the internet
- Internet access and a modern web browser, preferably Google Chrome.

The LMS is accessible on desktop, laptop, tablet and mobile devices. For optimal performance and user experience, the use of a desktop or laptop computer is recommended.

An introductory document to the LMS is provided to students upon enrolment and trainer/assessor induction assistance is provided during the first contact after enrolment.

Learning materials

RTO 22215 ensure the learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio

Student engagement

RTO 22215 provide an online learning experience that is engaging and interactive. Student participation and progress will be monitored through the LMS and assessment submission tracking.

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.

Mode and method of assessment

A range of assessment methods will be used for each unit of competency, which may include:

- Online quizzes

- Assignments
- Worksheets
- Demonstration of practical skills.

Trainers and assessors

- All trainers and assessors delivering online content as part of a blended delivery model at RTO 22215 hold relevant vocational competency, current industry experience, training and assessment qualifications, have experience in online delivery, and undertake professional development in online delivery.