

ONLINE SERVICE STANDARDS

In light of the evolving Coronavirus situation and the limitations that have been put in place with physical distancing, The Centre for Continuing Education has shifted their traditional face to face training delivery into our Virtual Classroom.

The Centre's Virtual Classroom brings the features of learning on campus into a safe online setting, with learners participating in live classes and virtual discussions. Our virtual classroom capability is a way to increase accessibility for learners during circumstances that make it difficult for them to attend face-to-face classes. This option will be available to all of our learners at the commencement of Term 2, reducing disruption to learning caused by the need for physical distancing.

All learners will be fully supported by our friendly staff to succeed through their online learning. To keep the transition to online learning as smooth as possible, The Centre will continue to provide all of our learners with textbooks and hard copy learning resources.

This mode of learning is available to all of our learners including those completing Foundation programs through to accredited certificate qualifications. This includes our learners with cognitive disabilities, job seekers, people with a disability, and people seeking to change careers. The online platform we are using is simple and straightforward to use and is low on its usage of data. Those learners who don't own or have access to a device will be loaned a device by The Centre.

We are committed to providing a quality learning experience for students studying in these new circumstances and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

The Centre 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 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 Monday to Friday to assist with problems connecting to our Virtual Classroom.
- Will reply to queries within 48 hours.
- The Centre has a limited supply of loan devices for learners experiencing hardship and cannot otherwise connect to their learning program. Contact Administration who can send details of how to apply.

Support services

- Our Learner Engagement Officers (LEOs) are available to provide virtual support. Working with our teaching staff, our LEOs will provide ongoing support for learners to help them embrace the technology and make it work for them. Our LEOs will also be a key person for each learner to navigate any other issues they may be experiencing in their lives that causes learning to be difficult.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

The Centre 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.

The Virtual classroom is simple to use, with access available via all devices, including desktop or laptop computers as well as a smart phone or mobile tablet device. Students who were already learners at The Centre will be transitioned into the Virtual Classroom when they return from their holiday break. Enrolments continue to be open for new learners with new classes offered to those interested in enrolling to upskill and explore a new career path.

All of our learners will be supported by a “person” in the virtual classroom. If any problems arise, we are only a phone call away.

LEARNING MATERIALS

To keep learning programs accessible for all learners, The Centre 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

The Centre 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 through discussion forums and webinars so that you can interact with peers. 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.

Administration staff 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 may be used.

TRAINERS AND ASSESSORS

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

- training to build their skills in fully engaging and interacting with learners in this online space.
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.