

ONLINE SERVICE STANDARDS
Updated to COVID 19 Situation
22nd April 2020

TRAINING and ASSESSMENT – ONLINE SERVICE STANDARDS

Due to current circumstance created by COVID 19 – Corona Virus, Inclusion Training will need to change face-to-face training and assessment method to on-line techniques. We are committed to providing a quality learning experience for students studying online and the online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

Your Trainers/assessors will:

- Contact you over the phone on regular basis, at suitable times, to check on your learning progress and understanding of training materials
- Mail and/or email to you training resources and activities you need to complete
- Will call you to discuss training and assessment materials sent to you and clarify your tasks
- Will organize virtual classes on Zoom
- Will organize video calls to conduct assessments
- Will provide feedback within 2 weeks from the date of assessment
- Will be available to respond to your questions and to provide support on the days of the week you usually had classes.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Inclusion 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:

- A Literacy and Numeracy written assessment provided via mail or email as per your preference
- A Pre-Training Review questionnaire provided via mail or email as per your preference
- Discussing the outcomes via video call and making recommendations about whether the course is suitable for you, and identifying additional support where required.

Inclusion Training uses a learning management system (LMS) for online delivery of CHC30115 Certificate III in Individual Support course and a combination of video calls and youtube videos for Foundation Skills courses 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.

Students undertaking Foundation Skills courses will need:

- Mobile phone
- internet access
- a laptop or computer (optional)

LEARNING MATERIALS

Inclusion 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

STUDENT ENGAGEMENT

Inclusion 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 (students using LMS)
- Microsoft Teams and Zoom group sessions

Ongoing feedback will be provided as you study through interaction with trainers/assessors in informal discussion via emails, phone calls and forums per case.

Students who use the LMS and who have not logged on during 1 month will be contacted by their trainer to establish the reason for not participating in program.

Students who have not logged on LMS or did not respond to trainer's attempts to communicate for a period longer than 2 months who 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. As per their course of enrolment requirements, the forms of assessment will include:

- knowledge questions
- projects
- case studies
- demonstration of practical skills
- trainers' observations

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 Inclusion Training have undertaken professional development in online delivery, which includes formal and informal online training sessions.