

## Online Service Standards Policy and Procedure

RTO No: 6406

### Online Service Standards Policy & Procedure

<b>Applies to:</b> Trainers & Assessors of Inclusion Training who deliver and assess programs delivered with an online component.		<b>Version:</b> 1.2
<b>Specific responsibility:</b> Trainers and Assessors, Compliance Officer, RTO Manager		<b>Date approved:</b> 22.04.2020
		<b>Review date:</b> 22.04.2022
<b>Policy context:</b>		
Standards or other external requirements	Standards for Registered Training Organisations (RTOs) 2015:  Standard 1: Elements 1.1 - 1.24  Standard 2: Elements 2.1 – 2.4	
Legislation or other requirements	AQTF Essential Conditions and Standards for Continuing Registration – July 2010  Condition 7 – Recognition of Qualifications Issued by Other RTOs  Standard 2. Elements: 2.1 2.2 2.3 2.4 2.5  Standard 3 Element 3.3	
Contractual obligations	Skills First Program Schedule 1 – 7.22; 7.23; 7.24	

### Objective

This Policy and Procedure is to ensure that:

- Inclusion Training's trainers/assessors are inducted and trained in using the LMS and/or other online delivery and assessment systems as per course Training and Assessment Strategy.
- Students are only enrolled in courses that are suitable and appropriate

### Scope

The scope of this Policy is to ensure that Inclusion Training delivers on-line services to meet students' needs and abilities and that the resources and the strategies in place are compliant with current training packages/accredited courses requirements.

### Policy Statements

1. Trainers and Assessors are skilled in on-line facilitation, have current qualifications or have completed professional development to enable them to deliver an engaging learning experience.
2. Strategies for on-line training and assessment and resources meet the requirements of the relevant training package/accredited course have been developed through effective consultation with trainers and industry professionals.

<b>Document Name</b>	Online_Service_Standards_Policy			<b>Reference:</b>	Condition 9 Standard 1
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3. Facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package/accredited course requirements and the training and assessment strategies.
4. Learning and assessment materials are accessible to a wide variety of students.
5. Students are supported throughout their study and have clear information about how to access this support.
6. Students are engaged in learning and monitored to ensure they continuously progress through their program.

## Procedures

### 1. Student entry requirements and induction

Inclusion Training conducts a 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
- A Pre-Training Review questionnaire

The Pre-Training Review outcomes are discussed with the student. Recommendations about whether the course is suitable or other options are to be considered, additional support need is identified and support services are presented.

Students are informed of the minimum information technology requirements needed 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)

### 2. Student Support

Your Trainers/assessors will:

- Contact student over the phone on regular basis, at suitable times, to check on your learning progress and understanding of training materials
- Mail, email or upload in LMS training resources and activities they need to be completed

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- Call student to discuss training and assessment materials sent/uploaded in LMS and to clarify tasks
- Organize virtual classes on Zoom or Team
- Organize video calls to conduct assessments
- Be available to respond to students questions and to provide support on the days of the week they usually had classes.

### 3. Student Engagement

- Trainer and Assessor will provide feedback to students' submitted activities and questions within 24 hours
- Assessor will provide feedback and assessment outcome within 2 weeks from the date of assessment
- Should a student miss 3 Zoom/online classes consecutively without notice the trainer will contact the student and/or the next kin to identify the reason of non-attendance training.
- Additional support needs are discussed, communicated to RTO Manager and appropriate adjustments to course delivery will be made.

### 4. Learning Resources & Assessments

Inclusion Training provides an online learning experience that is engaging and interactive for students. Information is provided in a variety of ways to facilitate this, including:

- ✓ PDF Documents
- ✓ Videos
- ✓ Audio
- ✓ Guided content
- ✓ Graphics
- ✓ Web links
- ✓ Forum discussion
- ✓ Zoom sessions

Students who use the LMS/Moodle:

- will be provided with access to learner and assessment workbooks, as well as online resources. Information provided online is made available for students to download to be accessed at any time that is most convenient to them.
- are to complete the assessment tasks in the workbooks uploaded in LMS and submit them through the online Learner Management System that students are enrolled in (Moodle). Students are given the opportunity to resubmit work if it was found to not be competent at first submission.
- will be provided with feedback regarding their assessments, as well as any other required engagement through forums, quizzes or placements.
- if unable to submit their assessments within the timeframe, they are required to contact their Trainer & Assessor to notify them and provide a valid reason for a request for extension

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Written assessments are mailed or emailed to assessor or upload in LMS/Moodle.

Skills assessments will be conducted via Zoom sessions. Assessors will observe students' completing required tasks and/or roleplays.

Assessor will provide feedback and assessment outcome within 2 weeks from the date of assessment.

### 5. 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.

## DOCUMENTATION

Documents related to this policy	
Related policies	Training and Assessment Policy and Procedure
Forms, record keeping or other organisational documents	<a href="#">Student</a> Contact Note Moodle

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	22.04.2020	Judith Price	22.04.2022
2			
3			

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