

## Purpose

Online service standards are intended to ensure that learners get the support they need in any subject they study online. This policy applies to all online VET and accredited programs offered by the RTO.

## 1. Policy Statement

Online standards can assist to manage learner and academic expectations, and ensure that those studying on-campus and online have similar access to high standards and levels of communication by teaching staff.

This relates back to our core values to provide a high quality training and assessment services, meeting industry needs and putting all learners first.

Online service standards assist to ensure that appropriate advice and support is provided and learner queries are quickly identified and addressed in a timely manner.

We conduct a variety of training programs through blended learning options. While some learners may elect to complete all of their learning and assessment activities online, regularly scheduled face to face sessions are held to provide further assistance to learners and to foster a cohesive learning environment.

These online service standards are designed to ensure that learners are engaged, motivated, and achieve results through their training.

## 2. References

- Australian Qualification Framework (AQF) and its Policies
- Standards for Registered Training Organisations (RTOs) 2015
- ASQA General directions
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2007
- VET Funding Contract Victorian Training Guarantee Program
- Vic Roads Training Standards
- WorkSafe Training Standards
- Web Content Accessibility Guidelines V2.0 (WCAG2)

### 3. Overview

Our system is hosted externally, we can assure all learners engaged in online training and assessment activities that the Learning Management System (LMS) will be available at least 98% of the time. Though typically run at 100% other than for planned outages or circumstances beyond AGB's control.

3.1 Bring Your Own Device (BYOD) Support AGB Trainings Barwon Terrace Site has a Wi-Fi network that will enable students to access its online learning management system and the internet. Students can check if there are technical specifications required by devices that are supported for their course via the specific course page on AGB's website.

3.2 Commitment to the Web Content Accessibility Guidelines V2.0 (WCAG2) AGB is committed to meeting the principles of the Web Content Accessibility Guidelines V2.0 and is addressing the four principles by providing online learning and assessment content that is perceivable, operable and understandable by the broadest possible range of users and compatible with their wide range of assistive technologies, now and in the future.

3.3 The following are the recommended minimum information technology requirements to enable optimal access to LMS

- A device with minimum 8GB memory and 1.5Ghz processor
- Microsoft Windows 7 and above or Mac OS version 9 and above.

3.4 Web based content is available on PC, Laptop and tablet. Students are granted access to user induction and support upon login to the LMS.

### 4. Minimum Service Standards

We seek excellence but require minimum standards in the delivery of subjects to support learner engagement in learning and assessment activities. Online trainer and assessors should ensure that each subject has the following minimum level of service.

4.1 A formal introductory message, posted on the Learning Management system before the start of each subject, which:

- welcomes learners to the subject;
- describes how the subject flows throughout the cohort;
- explains how learners may obtain support by appropriately directing training or technical enquiries; and
- provides context for the subject, how it fits in and why it is important.

4.2 An informal Introductory message, posted on the Learning Management system before the start of each subject, which:

- introduces you to the learners as their online trainer;
- provides the learner with more information about you (experience, interests, areas of specialisation etc.); and
- directly invites the learners to respond and introduce themselves to you and others.

4.3 Checking, monitoring and the driving of discussions and other learner access areas every day of your allocation in order to:

- monitor and moderate comments and discussion by learners in all forums; and
- manage subject operation by responding to learner enquiries and learning activities.

4.4 Responding to all learner requests for clarification or assistance as soon as possible, but certainly within 24 hours.

4.5 Monitoring learners' activities, contacting them when/if they fall behind.

4.6 Flag any learners for follow up with Student Support Services which meet the student at risk criteria as per the Student "At Risk" policy.

## 5 Trainers and Assessors

5.1 All Trainers and Assessors delivering online courses at AGB Training are experienced in online delivery and have undertaken professional development in online delivery.

5.2 Best practice standards for subjects in online learning are intended to ensure quality. Each newly appointed Trainer and Assessors must undertake the compulsory induction session (face-to-face or virtual) with the eLearning Engagement Specialist or representative.

5.3 Online trainers and assessors are required to;

- Manage assigned groups and facilitate learner engagement via the Learning Management System related to learning and teaching content.
- Be agile in responding to all learner communication in a timely manner via all online forums, messages or emails within 24 hours of contact, or assist in the resolution by directing learners to the appropriate contact.
- Daily log in to the Learning Management System and initiation of contact with learners who are not participating, accessing materials, or responding to communications.
- Wherever relevant, relate industry experience to learning.
- Facilitate on-line forums and discussions in relation to the subject matter taught.
- Contribute to a culture of learning and encourage learner success.
- Liaise with VET Operations Manager for queries regarding the subject content.

- Deliver revision sessions throughout the teaching period via webinars or any other method as deemed necessary.
- Utilise the Noticeboard each week to provide a brief of; the weekly content, important reminders, and other information relevant to that week (webinars, assessments, readings etc.).
- Utilise the Learning Management System to share relevant topics of interest each week related to the weekly material to encourage online discussion and engagement with the weekly content. Ensure currency of information shared and note that these topics must be related to courses of study within which the subject lies in an Australian context.
- Identify areas of concern or learners at risk to be escalated to the appropriate Student Support team member.
- Provide feedback to VET Operations Manager where relevant, related to any aspect of the learning and teaching content or delivery of the subject to assist in quality improvement.
- Mark assessments within seven days of submission by the learner and provide meaningful feedback in a timely manner.

#### 5.4 Commencement of each Learner Cohort

Online trainers are assigned to their group at least one week prior to commencement of scheduled learning activities. This will ensure enough time for preparation and orientation to the class, this is when they are expected to familiarise themselves with the subject. They must post the introductory message to the Learning Management System, and the introduction on the Noticeboard summarising the important notes for the subject before the beginning of the subject.

#### 5.5 Regular Contact with Learners

Every online subject has been setup with a Forum for online trainers to post information and create informal discussion with learners. It's expected by AGB that the online trainers posts regular relevant topics of interest in the Discussion Board each week. It is also mandatory that regular check are made with learner and process followed for inactive and at-risk learners in order to ensure that learners are continually engaged in learning and assessment activities.

#### 5.6 Learner Contact with Online Trainers

- Each online trainer is issued with an AGB email account and will respond during business hours for the days in which the online trainer is scheduled. This email address is to be provided to learners upon commencement.
- Aside from webinars, there is no set time for the learner class participation, thus there is no set time during the day for learners to complete tasks. Online trainers are required to remain logged into the Learning

Management System during business hours in order to respond immediately to learner queries and discussions.

- Any learner enquiries or discussions posted outside of business hours must be responded to as early as possible the following business day.

## 6 Learning Materials, Mode and Method of Assessment

6.1 AGB Training ensures that learning materials used in online training are interactive and presented in a variety of formats including:

- Webinars/Podcasts
- Video
- Audio
- Forums/chats
- Downloadable documents
- Graphics
- Online activities
- Website links

6.2 A minimum of 2 methods of assessment will be used for each unit of competency, methods of assessment may include:

- Knowledge Evidence – questions and answers
- Direct demonstration and observation
- Portfolios
- Projects
- Role plays, case studies and presentations

## 7 Student Support

AGB Training will provide the following support to students studying any aspect of their course online:

Trainers and Assessors:

- Will be available in course chat rooms at times to be nominated for each course
- Will be available for queries about learning and assessment by email between 9:00am and 5:00pm Monday to Friday
- Will reply to queries within 72 hours
- There will be a maximum of 25 students to each trainer/assessor for each course

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

IT Support helpdesk for technical queries:

- 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

## 8 Student Engagement

AGB Training provides an online learning experience that is engaging and interactive. We will monitor student participation to ensure continued progress throughout the course. Collaborative learning opportunities will be provided to enable students to interact with peers through

- Discussion forums
- Webinars

AGB Training will contact students who have not logged in for the commencement of the course being the first online session-webinar. Students who have not logged on within the first month of the course commencement date and that do not reengage after 4 attempts at contact will be deemed to have withdrawn from the course

## 9 Measuring Performance

We use subjective and objective measures to manage performance. There are participation activities within the subject design that encourage regular and continual interaction within the online platform. There are measures in place to monitor the activity through the online academic logs within the Learning Management System. All these logs for learners and online trainers are recorded and can be retrieved by the VET Operations, the Manager, or Student Support staff at any time.

On a regular basis the VET Operations Manager or a representative checks these reports for each online trainer's "last access". These access dates and times are recorded - If an assigned online trainer has not remained logged in to the Learning Management System during the allocated hours, the VET Operations Manager will make contact with the online trainer to check on reasons for their inactivity. Appropriate understanding of the inactivity and failure to log in is discussed and remediated immediately by the VET Operations Manager.

Formal feedback is obtained through Student Feedback Survey completed by learners along with the Quality Indicators. Informal feedback on any aspect of online learning support can be provided by the learner to their online trainer or the VET Operations Manager. This provides direct input on the cohort and the quality of the support provided by the academic.

Continued feedback or behaviours that affect the learners' participation and engagement in learning and assessment activities are reported and noted. These are discussed as appropriate with the VET Operations Manager and Manager.

**Objective Performance Measures**

- Student Feedback Survey
- Activity logs
- Speed of responses
- Formal feedback
- Attendance at training and accessing resources on the Online Academic Hub
- Subject competent / not yet competent rates
- Subject retention
- Subject withdrawals

**Subjective Performance Measures**

- Quality of posts
- Engagement quality
- Tone of posts
- Peer review
- Informal feedback

## 10 Definitions

<b>Learning</b>	<p>Means the process followed by a learner. There are three types:</p> <p>a) <b>Formal learning</b> refers to learning that takes place through a structured program of instruction and is linked to the attainment of a formal qualification or award (for example, a certificate, diploma or university degree);</p> <p>b) <b>Non-formal learning</b> refers to learning that takes place through a structured program of instructions, but does not lead to the attainment of a formal qualification or award (for example, in-house professional development programs conducted by a business); and</p> <p>c) <b>Informal learning</b> refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).</p>
<b>RTO</b>	Registered Training Organisation
<b>Student</b>	Means an individual who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment
<b>VET</b>	Vocational Education Training