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Contents

1. Student Support Services	2
1.1 Support line availability.....	2
1.2 Addition Sessions	2
1.3 Back on Track	3
2. Student Entry Requirements	3
3. Learning Materials	4
4. Student Engagement	4
4.1 Face to face classroom sessions	4
4.2 Interactive online videos and activities	4
4.3 Ongoing Feedback	4
5. Mode and Method of Assessment	5
5.1 Online learning and assessment	5
5.2 Practical Placement	5
5.3 Workplace Assessment	5
6. Trainers and Assessors	5
6.1 Additional Requirements for Trainers and Assessors	5
6.2 Professional Development	5
7. Accessibility	6
8. Suitability	6

Online Service Standards

Refer to: Clause 1.4 (d) Schedule 1, 2018 Standard VET Funding Contract Skills First Program.

Aged Care Training Services (ACTS) offers some online delivery and assessment for courses listed on our scope of registration. Our online platform is provided by e-Learning Portal where our online courses are developed in conjunction with industry experts and our Management Team.

ACTS provide students with the online Learning Management System (LMS) as well as face to face classes and practical placement requirements where applicable. These delivery modes and assessment methods are detailed in each individual training and assessment strategy. Please contact our office on 1300 785 802 if you would like further details regarding a particular course.

Note: ACTS does not deliver any courses on line that are listed on the 2018 Online Delivery Restrictions List,

Our online service standards include:

1. Student Support Services

Aged Care Training Services trainers are dedicated to helping our students achieve their best and as such are contactable and available for extra assistance should this be required. Trainers and assessors are available via phone or email, and where needed face to face appointments are scheduled.

1.1 Support line availability

Learning and assessment support – All trainers are available via email and will respond to a student within 48 hours as well as via online support email (via LMS).

Assessors – Available Monday to Thursday 8am – 4pm via email and head office phone number. Ph: 1300 785 802.

Technical support – Available Monday – Friday 9am – 5pm, via online support email (via the LMS) and head office phone number. Ph: 1300 785 802.

Administration and Head Office - Available Monday – Friday 9am – 5pm
Ph: 1300 785 802

1.2 Additional sessions

Additional face to face sessions are arranged where it has been identified that a student has not attended a scheduled class or requires further training for a particular topic. These additional sessions are scheduled at a mutually agreed time by the student and the Trainer and can be conducted as a one on one session or as a group. These sessions do not form part of the standard program schedule and is

only arranged on a case by case basis. During the additional sessions the Trainer will provide an extended explanation of course topics and assist with Learning Activities.

Students will only have access to the unit/topic on the LMS AFTER they have attended the scheduled class.

1.3 Back on Track

We monitor the progress of each individual student (via our “back on track” process) to ensure that we provide each and every student the best chance of a positive learning journey and successful training outcome. The “back on track” process quickly identifies any student that may seem to be falling behind because of non-attendance or lack of assessment submission, and allows the student to be captured and supported to get back on track.

For courses that have an online components, progression is monitored by the Customer Experience Manager. Each unit/topic has several tasks that must be completed by the student which is summarised as a percentage. If a student has shown not to be progressing through the online tasks and ultimately not submitting assessments, this is captured by the Customer Experience Manager who will get the student back on track via a friendly phone call or email. If the student is still not responding after 8 weeks of attempted contact them, the Customer Experience Manager will enforce the Withdrawal or Deferral process. Please refer to the ACTS 2.13 Deferral, Withdrawal and Transfers Policy and Procedure for full details.

2. Student Entry Requirements

For entry into a blended online course student will require adequate language, literacy and numeracy skills in English that allow the student to read and interpret information, understand training, demonstrate skills, provide and follow clear instructions and complete learning activities and assessments.

These requirements are assessed via the Pre Training Review and LLN assessment. The Pre Training Review specifically identifies the student's digital capacity and the online resources they are expected to have access to for completion of the course.

Students must:

- Be over 18 years
- Have access to a computer (PC or Mac)
- Have access to the internet (Google Chrome web browser)
- Latest Adobe Flash Player
- Microsoft Word, PowerPoint, Excel 97 or later (or equivalent)

3. Learning Materials

ACTS will provide all students undertaking a blended on line course with the following hard copy learning materials:

- Class handouts
- Additional Reading
- Learning Activities
- Session PowerPoints
- Copy of Assessments

The student will also be provided with access to the following online resources:

- Introduction and Instructions to online learning (including an authenticity declaration)
- Additional Reading
- Webinars
- Videos
- Quiz's
- Verbal Assessment Preparation
- Assessment Workbook
- Assessments to be completed online

The online resources are developed in a user friendly way with the overall 'look and feel' of the LMS designed with the application of the Web Content Accessibility Guidelines 2.1.

4. Student Engagement

The blended online courses are designed to allow for interaction between the student, trainer, assessor and peers via a face to face workshops, online videos and activities, access to live online support and direct access to trainers and assessors via email. The methods used are:

- 4.1 Face to face classroom sessions** – this provides the student the opportunity to learn in class and have access to the trainer on a regular basis as well as collaborate with other students undertaking the same course.
- 4.2 Interactive online videos and activities** – the online portal takes the student through a virtual learning experience using resources such as online videos, webinars, quiz's and fact sheets. This form of interaction allows the student to be stimulated and encourages them to progress through the learning material to experience the next activity.
- 4.3 Ongoing Feedback** – via online assessment re submissions requests and our 'back on track process', as above.

5. Mode and method of assessment

Our online programs are delivered within a blended learning and assessment model including:

- 5.1 Online learning and assessment** – Student will be given access to the next unit/topic online once they have attended the class session. Students are expected to work through the online activities i.e. webinars, quiz's etc. before completing the online assessment. Students must progress through each online activity before they have access to the next. This control is to ensure that students are actively using online learning before skipping to the assessment.
- 5.2 Practical Placement** – where applicable, students enrolled in blended online courses are still required to complete any practical placement hours in a workplace.
- 5.3 Workplace Assessment** - where applicable, students will have workplace assessments to be completed via direct observations by their Assessor in the workplace and workplace projects.

6. Trainers and Assessor

Each Trainer and Assessor is required to provide ACTS a copy of their current CV, certified or original sighted copies of industry qualifications and training and assessment qualifications, a completed Competency Matrix, details of professional development undertaken or planned, a current National Police History Check and Working with Children check (if relevant).

6.1 Additional Requirements of Trainers and Assessors

Training and Assessment is delivered by persons who have:

TAE40110 (or its successor) or a Diploma or higher level qualification in adult education. Please refer to the ACTS 2.8 Skilled Trainer and Assessors Policy and Procedure for full details.

All Trainers and Assessors delivering blended online courses have been provided with training and instructions on how to navigate through the LMS.

6.2 Professional Development

ACTS online trainers and assessors are trained and inducted in the use of the LMS and are involved in the development and feedback of the system. As well as their involvement in development and continuous improvement of the online courses,

trainers and assessors must also participate in online training and assessment professional development.

7. Accessibility

ACTS offer blended online courses in Victorian metro and regional areas so that students can attend face to face classes, when required, at a location close to their residential home. In the instance a student must complete practical placement hours and online participation interstate or overseas (outside of Victoria), no more than 50% of the total scheduled hours will be completed outside of Victoria.

Refer to: Clause 5.4, 2018 Standard VET Funding Contract Skills First Program

Students undertaking a blended online course must have access to a computer, the internet, Adobe Flash Player, Microsoft Office including Word, PowerPoint and Excel as prescribed in section 2 of these standards.

8. Suitability

Blended online courses available at ACTS is advertised via our website, brochures and social media outlining the entry requirements, study mode and accessibility parameters involved in online learning and assessment.

Our sales process must include a suitability check preformed verbally with the student where learning preferences are discussed.

ACTS conduct a Pre Training Review with each student to inform them that some of the course they wish to undertake will be delivered online and to gage whether this will be suitable for them.

ⁱ 2018 Standard VET Funding Contract Skills First Program

<http://www.education.vic.gov.au/Documents/training/providers/rto/2018-19%20Standard%20VET%20Funding%20Contract%20-%20Skills%20First%20Program%20Version%201.0.pdf>