Online Service Standards 2021

Aged Care Training Services (ACTS) offers a range of courses that can be delivered virtually. We are committed to providing a quality learning experience for students studying virtually and these service standards explain our commitment to students in key areas.

STUDENT SUPPORT

Aged Care Training Services is committed to helping our students achieve and be the best they can be.

Aged Care Training Services (ACTS) will provide the following support to students studying any aspect of their course virtually:

Trainers/assessors

- Available for queries about learning and assessment by phone or email between 8:00am and 4:00pm Monday to Friday for the duration of the course/module.
- Will reply to queries within 48 hours
- Available for 1:1 sessions by appointment whenever a student needs or requests it.
- There will be a maximum of 20 students to each trainer/assessor for each course.
- All students are provided with the trainer phone and email details during induction.

Administrative Support

- Available by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours Support services.

Technical Support

- Available by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours Support services.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Aged Care Training Services (ACTS) 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 includes 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.

Aged Care Training Services (ACTS) uses a student portal for virtual course delivery. The following are the minimum information technology requirements to enable optimal access to the portal:

- A PC or laptop (Please note courses cannot be completed on a phone).
- Internet connection.
- Access to Zoom platform.
- Adobe Acrobat Reader DC.

Additional equipment that is not essential however students might like to consider enhance learning:

- Keyboard
- Mouse
- Noise cancelling headphones.
- Speakers or microphones
- Calendar or organizer

LEARNING MATERIAL

Aged Care Training services ensures that learning materials used during our virtual 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

Aged Care Training Services (ACTS) provides a virtual 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

- Virtual break out rooms
- Facebook groups.
- Zoom training rooms

Ongoing feedback will be provided throughout the course:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to tasks you complete

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.
- practical placement

Where students are asked to demonstrate competency in practical skills, video technology will be used.

TRAINERS AND ASSESSORS

All trainers and assessors delivering Virtual courses at Aged Care Training Services (ACTS) undertake professional development in virtual delivery.