

Online Service Standards



Access Skills Training – ONLINE SERVICE STANDARDS

Access Skills Training offers some courses that can be delivered partly or wholly online. Access Skills Training is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

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

Trainers/assessors

- Will be available for queries about learning and assessment, email between 4:00pm and 5:00pm Monday to Thursday for the duration of the course/module.
- Will reply to queries within 24 hours between 9:00am and 5:00pm Monday to Thursday and assessment will be returned within 7 days.
- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Thursday.
- Will reply to queries within two business days

IT support helpdesk for technical queries

- Will be available via phone, email between 10:00am and 4:00pm Monday to Friday
- Will reply to queries within two business days

Support services

- Counselling service available by appointment between 9:00am and 5:00pm Monday to Friday, in person.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Access Skills Training conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your level of digital literacy, by:

- Asking you to undertake a self-assessment test
- Discussing the test outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required.

Access Skills Training uses a learning management system (LMS) for online course 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.

Web-based content is available on hand held devices including mobile phones and tablets.

LEARNING MATERIALS

Access Skills 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 workshops for each unit

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STUDENT ENGAGEMENT

Access Skills 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 workshops, phone and email.

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in informal discussion through phone or email
- in response to individual queries and in relation to tasks you complete

We will contact students who have not logged on within 2 weeks of the course commencement date.

Students who have not logged on within 2 weeks of the course commencement date that do not reengage after 3 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.

Forms of assessment will include:

- activity questions
- knowledge questions
- projects
- case studies
- demonstration of practical skills.

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

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at Access Skills Training are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- formal qualifications in online training
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.