

Online Service Standards

Purpose

This Online Service Standards outline Education Department's prescribed online service standards as required in Clause 1.5 (d) of Schedule 1 of the VET Funding Contracts.

These standards aim to assure the quality of online delivery of training and assessment within Victoria's training and TAFE system.

During COVID -19, Chandler RTO moved to virtual delivery. The timetable remains the same, only the delivery style has changed from physical classes to virtual or Blended classes. Chandler RTO 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.

Chandler RTO is committed to providing a quality online learning experience. These service standards explain how we support students doing online training.

Service Area	Online Service Standards
<p>Student Support</p>	<p>Chandler RTO will provide the following support to students studying any aspect of their course online:</p> <p>Trainers/assessors</p> <ul style="list-style-type: none"> • Will be available for queries about learning and assessment by email and between 9.00am - 5.00pm on Monday to Friday and via phone or other medium from 9.00 am - 5.00 pm for the duration of the course. • Will reply to queries within 48 hours. <p>Administrative Support</p> <ul style="list-style-type: none"> • Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday @ <i>Ph: 03-8609 1393, email: info@chandler.edu.au</i> • Will reply to queries within 48 hours <p>IT support helpdesk for technical queries</p> <ul style="list-style-type: none"> • Will be available via phone or email between 10:00am and 4:00pm Monday to Friday at info@chandler.edu.au • Will reply to queries within 48 hours <p>Support Services</p> <ul style="list-style-type: none"> • Student Support Service are available by appointment between 9:00am and 5:00pm Monday to Friday, in person or via video conference. • In emergency the student can contact the CEO at any time on Ph: +61 466 425 362

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<p>Student Entry Requirements and Induction</p>	<p>Chandler RTO conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs.</p> <p>As part of the Pre-Training Review, we will include assessment of your level of digital literacy and access to the required technology needed for virtual training.</p> <p>You will be required to undertake the Language, Literacy and Numeracy test as part of the Pre-Training Review to understand your LLN level and making recommendations about whether the course is suitable for you and identifying additional support where required.</p> <p>Chandler RTO is using teams to host virtual classrooms.</p> <p>The following are the minimum information technology requirements to enable optimal learning</p> <ol style="list-style-type: none"> 1. Knowledge and skill with: <ul style="list-style-type: none"> • Windows or Mac OSX system • MS office word, excel and PowerPoint • Media Players such as Windows media Player and VLC • Google Chrome, Safari, Firefox or IE browser • Emails • Teams, Zoom, skype or other such communication platform 2. Hardware and software equipment with or more than the following specification: <ul style="list-style-type: none"> • Tablet or PC with internet connection • Browser Google Chrome, Safari, Firefox or IE 10 • Webcam • Internet ADSL2+ with stable connection <p>Web-based content is available on handheld devices including mobile phones and tablets.</p>
<p>Learning Material</p>	<p>Chandler RTO provides the learning and assessment material through emails and teams since COVID – 19 pandemic, and delivering the training via Teams (virtual classes)</p> <p>The learning materials used in virtual training are interactive and are presented in a variety of formats, including:</p> <ul style="list-style-type: none"> • Guided content • Power Point Presentations • Video • Audio <p>Interaction through discussion forums and webinars and virtual classrooms.</p>

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	<p>We apply the principles of the Web Content Accessibility Guidelines to our learning materials by making them perceivable, operable, understandable and robust.</p>
<p>Student Engagement</p>	<p>Chandler RTO provides 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 are provided so that you can interact with peers, through</p> <ul style="list-style-type: none"> • Discussion forums • Online classes <p>Ongoing feedback will be provided as you study through:</p> <ul style="list-style-type: none"> • interaction with trainers/assessors in informal discussion forums • in response to individual queries and in relation to tasks you complete via emails <p>We will contact students who have not logged on for 2 consecutive classes. Students will be deemed to have withdrawn from the program if you:</p> <ul style="list-style-type: none"> • have not logged on within 4 weeks of the program commencement date; and • after making five attempts at contact, student do not reengage with us.
<p>Modes and Methods of Assessment</p>	<p>A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment will include:</p> <ul style="list-style-type: none"> • knowledge questions • projects • case studies • demonstration of practical skills. <p>Where students are asked to demonstrate competency in practical skills, video technology may be used for virtual classes.</p>
<p>Trainer and Assessor</p>	<p>All trainers and assessors delivering online courses at Chandler RTO are experienced in online delivery and have undertaken professional development in online delivery, which includes:</p> <ul style="list-style-type: none"> • Professional Development online facilitation. • Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.