



# Online Service Standards

Essential Skills Training and Recruitment (ESTR) is committed to providing a quality student centred learning experience for our students studying online or by blended course delivery. These Online Service Standards explain our commitment to our students.

## Student entry requirements and induction

### Digital literacy

To undertake online or blended learning you need to have the required Digital Literacy skills needed to successfully undertake your course in the online/digital learning environment. As part of the Enrolment Application Pre-Training Review process, we will assess your level of digital literacy by asking you to undertake a Digital Literacy Self-Assessment Quiz. We will then discuss the quiz outcomes with you and make recommendations about whether the course is suitable for you, as well as identify areas where you may require additional support.

### Online learning technology requirements

You will access your learning materials through the **aXcelerate Student eLearning Portal**. The following are the **minimum technology requirements needed** to successfully undertake your chosen course in the online/digital learning environment;

<b>Computer, Laptop or Mobile Device with Internet Connection</b>	<ul style="list-style-type: none"> <li>Reliable internet connection. <i>Note; Please be wary of your data usage within your limits.</i></li> <li><b>Webcam and microphone</b></li> <li>Microsoft Windows 7 or higher, or Mac OS version 10 or higher</li> </ul>
<b>Internet Browser</b>	<ul style="list-style-type: none"> <li>Latest version of <b>Google Chrome</b> is recommended for optimum compatibility</li> <li>We recommend that the following Browser Settings be enabled;                             <ul style="list-style-type: none"> <li>Cookies</li> <li>Pop-ups (in both Internet browser and security software)</li> <li>JavaScript</li> </ul> </li> </ul>
<b>PDF Reader</b>	<ul style="list-style-type: none"> <li>Latest version of <b>Adobe PDF Reader</b></li> </ul>
<b>Word Processing Applications</b>	<ul style="list-style-type: none"> <li><b>Microsoft Word 2010 or higher</b></li> <li>Some units of competency may require you to also have access to other Microsoft Office applications i.e. Excel, PowerPoint etc.</li> </ul>
<b>Applications</b>	<p>The following applications will be used for Virtual Classrooms;</p> <ul style="list-style-type: none"> <li><b>Zoom</b> <i>Free download from <a href="https://zoom.us/download">https://zoom.us/download</a> or to a mobile device/iPad from the App Store or Google Play.</i></li> <li><b>WebEx</b> <i>Free download from <a href="https://www.webex.com/downloads.html/">https://www.webex.com/downloads.html/</a> or to a mobile device/iPad from the App Store or Google Play</i></li> </ul>

## Policy and Procedure

### Online and Blended Learning Delivery Service Standards

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	<p>ESTR will confirm the specific application needed on enrolment. <i><b>For participation in the virtual classroom environment you will be required to have your camera enabled and hold up photo ID to the webcam at the beginning of each virtual class so we can verify your identity.</b></i></p>
<b>Other</b>	<ul style="list-style-type: none"><li>Some courses may require you to create and upload photographs or videos, so you may also need access to a <b>digital camera or mobile video device.</b></li></ul>

## Student engagement and support

Essential Skills Training and Recruitment will provide the following support to help you with your online study;

- An orientation to the aXcelerate online learning platform is provided on enrolment. You will be sent your login details and an orientation video for accessing and navigating the platform. You will then be contacted within a week after enrolment to see if you have accessed the portal and if any further support is required.
- Our Training & Assessment and Administrative teams are available for **learning or technical support** queries by phone (02) 4961 0016 and email **Monday to Friday between 9:00am to 5:00pm** for the duration of your course. We will endeavour to reply to queries **within 48 hours** (Monday to Friday) and return your assessment results to you **within 4 weeks** of submission.
- We will monitor your participation and ensure that you continue to progress through your course. Your trainer will contact you on a regular basis by email, phone or SMS to check in and discuss your progress with you. Ongoing feedback will also be provided through interaction with your trainer in the virtual classroom environment or online messaging and detailed feedback provided on your assessments.
- Collaborative learning opportunities will be provided so that you can interact with peers, through the virtual classroom environment and discussion forums.
- Students who have not logged on within 2 months of the course commencement and/or that do not reengage after repeated attempts at contact will be deemed to have withdrawn from the course.

## Learning Materials

All learning and assessment materials and resources will be available for download in your aXcelerate Student eLearning Portal. Essential Skills Training and Recruitment ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Self-guided content
- Graphics
- Audio
- Interaction via Virtual Classrooms e.g. Zoom or WebEx
- Interaction through discussion forums

Our online materials aim to meet the principles of the Web Content Accessibility Guidelines (WCAG) 2.0. If you are experiencing any problems accessing any content for any reason, please contact us on

(02) 4961 0016. Alternative versions of key information can be provided upon request to students experiencing accessibility issues.

### Mode and method of assessment

A minimum of three (3) forms of assessment will be used for each unit of competency. Forms of assessment will vary per unit, but will include a combination of the following:

- Written questions and answers
- Oral questioning
- Written tests/quizzes
- Case studies
- Role plays
- Projects
- Evidence portfolios
- Observations
- Demonstration of practical skills

Where you are asked to demonstrate competency in practical skills, video technology may be used or third-party observation reports will be implemented.

### Trainer and Assessor Skills

Trainers and/or assessors involved in the delivery of online training and assessment undertake professional development activities, at least annually, that is specific to online and blended learning delivery to enable them to deliver an engaging learning experience.