



Online Service Standards

Essential Skills Training and Recruitment (ESTR) offers a range of programs that are delivered partly or wholly online. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to you in key areas.

Student entry requirements and induction

Essential Skills Training and Recruitment (ESTR) conducts a comprehensive Pre-Training Review for all prospective students to determine whether a program is suitable and appropriate for their individual needs. This includes an assessment of your Language, Literacy, Numeracy and Digital Literacy Skills.

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.

The **minimum Digital Literacy Skills** needed to successfully undertake your chosen course in the online/digital learning environment include;

Computer and Word Processing Skills	<ul style="list-style-type: none">• Recognise and start/close a program• Create a document• Save a document to a specific location• Locate and open a saved file• Upload a document• Download a document• Download software• Use webcam and microphone• Type into a chat box
Internet Skills	<ul style="list-style-type: none">• Recognise and launch a web browser• Go to a specified web address• Scroll through a web page• click on a link• Search online using a search engine
Email Skills	<ul style="list-style-type: none">• access e-mail system• receive/read an e-mail• reply to an e-mail• compose and send an e-mail• attach a file to an e-mail

Policy and Procedure

Online/Distance and Blended Learning Delivery Service Standards

Document Control – Version:2.0 Endorsed: May 2022

Online/Distance and Blended 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;

Computer, Laptop or Mobile Device with Internet Connection	<ul style="list-style-type: none"> Reliable internet connection. <i>Note; Please be wary of your data usage within your limits.</i> Webcam and microphone Microsoft Windows 7 or higher, or Mac OS version 10 or higher
Internet Browser	<ul style="list-style-type: none"> Latest version of Google Chrome is recommended for optimum compatibility We recommend that the following Browser Settings be enabled; <ul style="list-style-type: none"> Cookies Pop-ups (in both Internet browser and security software) JavaScript
PDF Reader	<ul style="list-style-type: none"> Latest version of Adobe PDF Reader
Word Processing Applications	<ul style="list-style-type: none"> Microsoft Word 2010 or higher Some units of competency may require you to also have access to other Microsoft Office applications i.e. Excel, PowerPoint etc.
Applications	<p>The following applications will be used for Virtual Classrooms;</p> <ul style="list-style-type: none"> Microsoft Teams <i>Free download from https://www.microsoft.com/en-au/microsoft-teams/download-app or to a mobile device/iPad from the App Store or Google Play.</i> <p><i>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 the virtual class so we can verify your identity.</i></p>
Other	<ul style="list-style-type: none"> Some courses may require you to create and upload photographs or videos, so you may also need access to a digital camera or mobile video device. Genius Scan application. Whilst not essential, this scanner application is highly recommended as it allows you to quickly and easily scan your assessments and export them as multi-page PDF file using your mobile device. This app is available for Free download from the App Store or Google Play.

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.

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You will then be contacted within 4 weeks after enrolment to see if you have accessed the portal and if any further support is required.

- Our Training and 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 via phone or email and detailed feedback provided on your assessments.
- You can access one-on-one assessment support sessions with your trainer by appointment. Contact our office to arrange to book a mutually convenient time. This can be done over the phone, in person or virtually using Microsoft Teams.
- Collaborative learning opportunities will be provided so that you can interact with peers, through the virtual classroom environment if you are enrolled in a Blended Learning Program.
- 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
- Video/Audio
- Interaction via Virtual Classrooms e.g., Microsoft Teams
- 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, where allowable.

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.